



FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-9-2017
Key Word: Serious Adverse Incidents
Subject: Patient Related
Request: **Date Received:** 23/01/2017
Monitoring Date: 24/01/2017
Date of Response: 21/02/2017

Thank you for your request for information received on 24 January 2017 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below for your attention

Question 1

For the years 2014, 2015 and 2016, please provide me with a breakdown of all the serious incidents at the ambulance service which were related to delayed dispatch or response or delayed backup. For each incident please state the date, the first part of the postcode (ie WF1) of where it happened, a description of what happened (ie ambulance delayed, dispatch error etc), the type of call out (ie heart attack), the grading of the call (ie R1, R2 etc) and the level of harm to the patient (ie severe, moderate etc).

Answer 1

Please note that processes and definitions of 'serious incidents' are different in Northern Ireland than in England. For example, we do not use the term serious incident but serious adverse incident. For information only, I have attached the Health and Social Care Board (HSCB) Procedure for the Reporting and Follow Up of Serious Adverse Incidents (SAIs) which provides information on same.

With regards to your particular question and taking into account the fact that there are differences, the Trust have found a total of three possible incidents during this time period. We can further confirm that following investigation, in none of these cases did the delay in the ambulance response contribute directly to the patient's death.

Please refer to the table below.



Serious Adverse Incidents

Year	Postcode	Description	Type of Call	Grading of Call
2016	BT8	Delay in ambulance response, no resources were immediately available due to all available vehicles already being committed to other emergencies.	MALE FALLEN OUT OF BED WITH HEAD INJURY CARDIAC / RESPIRATORY ARREST/DEATH	Amber Priority 5 – CAT B
2014	BT38	Delay in ambulance response to patient in cardio-respiratory arrest due to misplaced vehicle keys. Investigation showed death of patient due to underlying medical causes and not contributed to by delay in response.	STOP BREATHING CARDIAC / RESPIRATORY ARREST/DEATH	Purple Priority 1 – CAT A
2014	BT40	Call taker abandoned call prematurely resulting in delay in response to patient in cardiac arrest.	MALE PT UNCON POSS FALLEN CARDIAC / RESPIRATORY ARREST/DEATH	Purple Priority 1 – CAT A

I hope the above fully assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: ni@ico.org.uk

Post: Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, CHESHIRE SK9 5AF

Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion. Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

Alison Vitty

Alison Vitty (Miss)
CORPORATE MANAGER

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