



## FREEDOM OF INFORMATION REQUEST

**Request No:** AD-IG-01(2)-8  
**Key Word:** Discussion documents/proposals etc  
**Subject:** Delays/diverts/serious adverse incidents etc  
**Request:**      **Date Received:** 19/01/2017  
                     **Clarification Date:** 17/02/2017  
                     **Date of Response:** 16/03/2017

Thank you for your request for information received on 19 January 2017 (with clarification received on 17/02/2017) 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 and attached for your attention

### Question 1

Delays in answering emergency calls in each years since 2011, including time and location of each call, time of arrival, nature of call.

### Answer 1

Please refer to Excel attachment labelled FOI\_8\_Ans1. We hold data for 2014, 2015 and 2016. Data prior to 2014 has been flattened for technical reasons and cannot be extracted at this time

### Question 2

Diverts between hospitals due to lack of capacity in hospital. Please advise date and time incident began, and which hospital each case was diverted from and to. Please advise nature of patient's health issue and specific reason for diversion.

### Answer 2

Please refer to Excel attachment labelled FOI\_8\_Ans2. The divert database is a separate recording system and we have provided data from 2011. This has been provided for each calendar year to 2016 and separated by date, time to and from, divert from and to, specific reason for divert. We do not hold the nature of the patient's health issue for each divert that has been placed as it placed for a varying number of reasons.

### Question 3

The number of days in 2016 which had serious adverse incidents - please specify date and location and nature and scale of each eg how many patients over capacity presented. Please provide same figures for each years back to and including 2011. Similarly please advise same for black alerts / system critical incidents and any other codes on this scale of alert.



### **Answer 3**

Please see Table 1 below:

**Table 1 - Serious Adverse Incidents by Year/Divisional Area and Nature**

<b><u>Year</u></b>	<b><u>Division</u></b>	<b><u>Description</u></b>
2016	Southern	Delay in ambulance response
2016	Belfast	Delay in ambulance response
2016	South East	Delay in provision of care
2015	Western	Delay in provision of care
2014	Northern	Delay in ambulance response
2014	Northern	Delay in ambulance response
2014	Northern	Unexpected death of service user
2014	Northern	Unexpected death of service user
2013	Enniskillen	Unexpected death of a member of the public
2013	Belfast	Delay in ambulance response
2012	Western	Delay in ambulance response
2012	South East	Unexpected death of service user
2012	Northern	Unexpected death of service user
2012	Belfast	Delay in ambulance response
2011	Belfast	Delay in provision of care
2011	Western Division	Unexpected serious injury to member of staff

*Please be advised black alerts/system critical incidents is terminology used in NHS, England and is not applicable to Northern Ireland Health and Social Care Trusts.*

### **Question 4**

How many days in 2016 were the Red Cross, St John's Ambulance or another outside agency or charity called in to assist? Please provide same info for each year going back to 2011

### **Answer 4**

NIAS uses a number of Voluntary & Private Ambulance Services to provide cover at times, this includes St John, ProParamedics, Order of St Malta, Red Cross and contract arrangements are in place to support this. Please refer to Table 2 below. We hold data for 2014, 2015 and 2016. Data prior to 2014 has been flattened for technical reasons and cannot be extracted at this time

**Table 2 - Number of days NIAS utilised Voluntary or Private Ambulance Services**

	<b>2014</b>	<b>2015</b>	<b>2016</b>
Jan	8	22	31
Feb	14	20	29
Mar	7	27	31
Apr	0	27	27
May	1	27	30
Jun	0	17	30
July	0	17	31
Aug	16	17	31
Sept	6	17	30
Oct	19	24	31
Nov	17	24	30
Dec	25	31	31
<b>Total</b>	<b>113 days</b>	<b>270 days</b>	<b>362 days</b>

**Question 5**

Planned / proposed / possible cuts in spending

**Question 6**

Current / projected funding gaps

**Question 7**

Planned / proposed / possible efficiency savings

**Question 8**

Predicted debt from "doing nothing" option

**Question 9**

Planned / proposed / possible efficiency savings centralisation / merging of services

**Answer 5 – 9**

NIAS HSC Trust has not been advised by the Health and Social Care Board/Department of Health of its final budget for 2017/18 and therefore has not been in a position to develop a financial plan for 2017/18 at this time. It should be noted that all Trusts in Northern Ireland are in a similar position at this time.

**Question 10**

Development of care in the community eg for addiction issues, mental health, dementia, paramedic patients

**Answer 10**

NIAS work with other Trusts to develop and implement referral straight to specialities where these would benefit patients. To date these have included pathways for diabetes, falls, Respiratory issues etc. There are no specific mental health referral pathways at present but a pilot is being developed in the Belfast Health and Social Care Trust area.

**Question 11**

Development of out of hours and /or GP hubs

**Answer 11**

Not information held.

**Question 12**

Planned / proposed / possible efficiency savings reduction in estates

**Question 13**

Planned / proposed / possible efficiency savings cuts in workforce

**Answer 12 and 13**

With regards to Question 12 and 13, please refer to Answer 5 to 9 above

**Question 14**

Current staffing numbers for front line health staff and also numbers of vacancies in each category

**Answer 14**

Please refer to Table 3 below which includes frontline staff in post WTE, Band and vacancies as at 31 December 2016

**Table 3 – Workforce Information as at 31 December 2016 (Source HR and Corporate Services Directorate)**

<b>Grade</b>	<b>AfC Band</b>	<b>Staff-in-Post WTE</b>	<b>Vacancies</b>	<b>Bank Staff</b>
Paramedic Station Supervisor	6	19.89	-5.11	0
RRV Paramedic	5	81.14	-4.86	0
Paramedic	5	316.29	-5.71	27
<b>PARAMEDIC TOTAL</b>		<b>417.32</b>	<b>-15.68</b>	<b>27</b>
EMT Stn Supervisor	6	4.00	-1.00	0
EMT + Trainee EMT	4	255.69	-44.31	4
<b>EMT TOTAL</b>		<b>259.69</b>	<b>-45.31</b>	<b>4</b>
PCS Supervisor	4	1.00	0.00	0
ACA + Trainee ACA	3	240.20	-22.30	0
<b>ACA TOTAL</b>		<b>241.20</b>	<b>-22.30</b>	<b>0</b>
<b>FRONTLINE TOTAL</b>		<b>918.21</b>	<b>-83.29</b>	<b>31</b>

**Question 15**

Number of current acute hospital beds compared with each of five years previously from 2016

**Answer 15**

NIAS does not hold any information in relation to current acute hospital beds. We are a pre-hospital organisation.

**Question 16**

Copy of your organisation's current risk register

**Answer 16**

Please find attached the Trust's Current Corporate Risk Register labelled as FOI\_8\_Ans16\_CorporateRiskRegister

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](mailto: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 (electronic signature)*

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**Alison Vitty (Miss)**  
**CORPORATE MANAGER**