



4 May 2017

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-29-2017
Key Word: AMPDS Codes
Subject: AMPDS Codes
Request: **Date Received:** 08/03/2017
Monitoring Date: 09/03/2017
Date of Response: 04/05/2017

Thank you for your request for information received on 8 March 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

The Trust would further apologise for the delay in the provision of the information to you and for your patience with this.

Question 1

Could NIAS please provide a list of ambulance control codes used, along with a description of the call and category used?

Answer 1

In Northern Ireland, we use an approved call prioritisation system known as Medical Priority Dispatch System (MPDS). The call categorisation codes or call types are based on reporting datasets that are provided from the Department of Health, Emergency Call Prioritisation Group (ECPAG). In other words, specific call types are matched up to particular codes and therefore priorities, by an expert service user panel of Doctors and Ambulance Professionals. These codes are then reviewed by the Trust's Medical Director, and amended if required. The Trust Medical Director can upgrade the priority of a call type from those provided by ECPAG but cannot downgrade a call type priority.

For information, English Ambulance Services moved to Red 1, Red 2, Green 1 - 4 call prioritisation some years ago, but at this time, NIAS has not moved to that system and uses the original categorisation codes which include Purple, Red, Amber, Green:

PURPLE/RED – potentially life-threatening calls requiring an 8 minute response

AMBER – Serious calls requiring a 21 minute response

GREEN – neither life-threatening nor serious calls requiring a response in a specified time of 1, 2, 3 or 4 hours.

We have attached the NIAS organisational call prioritisation reporting dataset for MPDS Version 13.



I hope the attached and 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

