



**FREEDOM OF INFORMATION REQUEST**

**Request No:** AD-IG-01(2)-51-2017  
**Key Word:** Crossgar  
**Subject:** 23/04/2017  
**Request:** **Date Received:** 24/04/2017  
**Monitoring Date:** 25/04/2017  
**Date of Response:** 25/04/2017

Thank you for your request for information received on 24 April 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 and is detailed below for your attention.

Downpatrick Street/Lissara Close, Crossgar: 23/04/2017 (based on Command and Control records)

**Question 1**

The method in which the call was reported

**Answer 1**

999 call

**Question 2**

Time of Reporting

**Answer 2**

21:22:31hours

**Question 3**

Time of dispatch for each callsign

**Answer 3**

21:22:53hours

**Question 4**

Time of Arrival for each callsign

**Answer 4**

21:48:44hours

**Question 5**

Call code, priority and description

**Answer 5**

25B06B PSYCH / ABN BEHAVIOUR / SUICIDE ATTEMPT - Unknown status/Other codes not applicable (Both Violent and Weapons) – AMBER (CAT B)

**Question 6**

Patient left at scene or conveyed to Hospital

**Answer 6**

Patient left at scene



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*

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