



4 May 2016

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-39
Key Word: Satellite Navigation Systems
Subject: Satellite Navigation Systems
Request: **Date Received:** 22/03/2016
Monitoring Date: 23/03/2016
Date of Response: 04/05/2016

Thank you for your request for information received on 22 March 2016 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 and for your patience with this.

Question 1

Please provide a log of incidents where crews have experienced problems with Sat Navs (aka Satellite Navigation systems) while responding to 999 calls in each of the last five years (2011-2015). In each case please state;

- The date;
- Nature of problem (for example wrong directions, being sent under low bridge)
- Details of the emergency being responded to eg heart attack
- Time delay if any caused

Answer 1

Unfortunately the Trust does not hold the information in the format you have requested. Staff will report satellite navigation problems via an Untoward Incident Form. In most cases, the Untoward Incident form will capture the following:

- The date of the incident;
- It will not contain the specific nature of the problem except for a comment that the Sat-Nav has a problem;
- Does not contain details of the emergency being responded to. In a small number of cases, an incident number may be placed in the record but would need to be reconciled with a different system to access this;
- Does not contain specific time delays causes but more generic comments

Information held has been placed in the attached Excel spreadsheet labelled FOI_39.



However the Trust would further wish to advise the following:

Sat-Nav systems are regarded as an aide and if the automatic and remote population of the location on the Sat-Nav through to the MDT was to fail, there are a number of other contingencies to assist the crew in locating an address. These include:

- The manual input of the postcode which would be provided by Emergency Ambulance Control (EAC) via radio;
- The mapping technology and vehicle tracking which allows the staff in EAC to guide the responding vehicle to the destination;
- The very extensive local geographical knowledge of the crews;
- Maps.

I hope the above and attached 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