



24 April 2015

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2015-10

Key Word: Late Night Weekend Callouts

Subject: Late Night Weekend Callouts

Request: **Date Received:** 05/02/2015 **Date of Response:** 24/04/2015

Thank you for your request for information received on 5 February 2015 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.

I would further apologise for the delay in the provision of this information and for your patience with this.

Question 1

The number of ambulance callouts; and the cost of this.

Answer 1

Information has been provided from 12 February 2012 (as information prior to this has been flatted and is no accessible for manipulation purposes). This data has been sourced from the Trust's Command and Control system which operates in the Emergency Ambulance Control Centre and relates to activity received by the EAC only ie emergency, urgent, routine activity.

Please note that emergency calls are classified as Category A, B or C. Urgent or HCPs calls are calls which are received from GPs, Out of Hours GPs, Hospital Consultants etc and can be Cat A, B or C emergencies or classified with a 1, 2, 3 or 4 hour timeframe for responding to. Routine emergency activity relates mainly to inter-hospital activity that requires an A&E vehicle to transport the patient due to their clinical condition.

Please refer to Excel spreadsheet FOI_10.

Question 2

The number of ambulance callouts per town/city/village, council area and postcode.

Answer 2

Please refer to Answer 1 above and to Excel spreadsheet FOI_10.

Question 3

Please also give the above information by age and gender of patients (e.g. number of 20-year-old women requiring an ambulance in Craigavon, etc



Answer 3

Please refer to Answer 1 above and to Excel spreadsheet FOI_10. ***Please note that the age and gender of a patient are not necessarily or routinely recorded in Command and Control datasets. We will hold some information on same but may have data quality issues. As you will appreciate in an emergency situation, the 999 call can be received from someone who does not know a patient and an age is estimated or guessed.***

Question 4

If possible please give a full breakdown of each ambulance callout detailing:

- (i) The age and gender of the individuals the ambulance was required for;
- (ii) The location the ambulance was dispatched to (e.g. town/village/city, council and postcode area);
- (iii) The 'chief complaint' which led to the ambulance callout
- (iv) If possible any other available notes or records detailing of the circumstances of the callout and/or what happened when the ambulance arrived.

Answer 4

Please refer to Answer 1 above and to Excel spreadsheet FOI_10_Ans4. We have provided the chief complaint for the incidents that we attended along with age, area etc

It should be noted that this data should be used in a cautionary manner as with such a large volume of data, data quality issues will be evident.

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.

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

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.