



FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-153
Key Word: Emergency Activity
Subject: Chief Complaint/Postcode/Outcome
Request: **Date Received:** 16/11/2016
Monitoring Date: 17/11/2016
Date of Response: 02/12/2016

Thank you for your request for information received on 16 November 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.

Monitoring range: 15/11/2015 to 14/11/2016

Question 1

Chief Complaint

Question 2

Emergency call category

Question 3

Postcode prefix

Question 4

Outcome of the call

Answer 1 to 4

Please find attached Excel spreadsheet labelled FOI_153 which contains:

- Data for monitoring period of 15/11/2015 to 14/11/2016 ie it contains information based whereby a response arrived on scene and does not include duplicate calls. The data is based solely on Cat A, B and C emergencies and does not contain data on Healthcare Professionals (HCP calls) or routine calls undertaken by the Emergency Ambulance Control
- The emergency call category ie A, B or C has been detailed in the data
- The postcode district of BT1-94 has been provided and detailed along with a sheet which contains the post town this relates to.
- The outcome of the call has also been provided which is based on a call stopped reason for those resources that arrived on scene. Patients may have been left at scene and been referred to an alternative care pathway, transported to Hospital or left at scene etc. All call stopped reasons have been provided.

Please further note that minor data quality issues may be evident with the information as it relates to over 200,000 records.



I hope the above and attached fully assists you.

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