



Ref: FOI/3322

7 April 2021

MNK

c/o [request-735514-8fa06849@whatdotheyknow.com](mailto:request-735514-8fa06849@whatdotheyknow.com)

**Ambulance Service Headquarters**

Waterfront Business Park

Brierley Hill

West Midlands

DY5 1LX

Tel: 01384 215555

website: [www.wmas.nhs.uk](http://www.wmas.nhs.uk)

Dear MNK,

### **REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

Further to your enquiry, which we received on 11 March 2021, you requested the following information:

**I am writing to request information on the categorising of calls such as what case fits under what category and the response level usually sent to the call and what units should be sent including community first responders, BASICS doctor's and HEMS etc..**

#### **Response**

All 999 calls at West Midlands Ambulance Service are assessed using the NHS Pathways triage tool, which uses information obtained from a defined set of questions to determine the most suitable level of care. This process is individual to each call and patient, to include the presenting symptoms and in cases of trauma, the mechanism and severity of the injury.

Calls mainly fall into the categories outlined in the guidance from NHS England's ECPAG, Emergency Call Prioritisation Advisory Group which is available on the NHS England website [NHS England » Ambulance Response Programme](#)

From a response point of view, the Trust will resource incidents depending on the nature and severity of each case. We do have a pre-determined response to Category 1 calls which would always include an ambulance.

Specialist resources such as doctors, the HART Team and air ambulances are assigned on a case-by-case basis depending on the circumstances of the injury or illness.

Community First Responders (CFR's) are only responded to Category 1 and 2 calls within their specified response radius, in line with CFR governance.

If you are dissatisfied with our response you have the right to appeal in line with guidance from the Information Commissioner:

In the first instance you may write to the Chief Executive Officer of this Trust

- Anthony Marsh  
Regional Headquarters  
Millennium Point  
Waterfront Way

Brierley Hill  
West Midlands  
DY5 1LX  
Tel: 01384 215555

The Chief Executive Officer will then appoint a nominated deputy to oversee and respond to the appeal with their approval.

Should you disagree with the contents of this letter you have the right to appeal to the Information Commissioner at:

- Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire.  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Aimee Summers**  
**Freedom of Information Officer**