



Ref: FOI/1238

13 March 2014

request-198466-6b891c2a@whatdotheyknow.com

Ambulance Service Headquarters

Waterfront Business Park
Waterfront Way
Brierley Hill
DY5 1LX

Tel: 01384 215555

Website: www.wmas.nhs.uk

Dear Ms Phillips

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

Further to your enquiry, which we received on 19 February 2014, you requested the following information:

I would be grateful if you could provide me with the following information:

The total number of call-outs in Herefordshire between February 1 2012 and February 1 2014 to deal with an incident where the primary problem was alcohol intoxication.

Please could the information be broken down by month and specifically include the total number of call-outs to deal with alcohol intoxication on December 24/25/26 and 31 for both years.

Many thanks for your help and time.

Response

Unfortunately, we are not able to provide this information for a number of reasons;

1. When a 999 call is received, it is categorised for the reason for the call but unfortunately, alcohol is not one of them, it can be categorised as an "overdose" which may also include drug overdoses.
2. When a crew arrive on scene to treat a patient, if they feel alcohol is "suspected" there is a box that they tick on the patient report form. However, this is only "suspected". From August 2011 the Trust had experienced issues with the quality of data stored within our clinical data systems. A sample of these records were manually validated and this showed that the quality of the data was poor therefore we are unable to provide a true figure from our current system for the time period specified in your request. This was due to software issues which were rectified in May this year but we are unfortunately unable to retrospectively rectify this data.
3. The reporting system used for the patient report form data is unable to provide the information by area specifically. The call signs of the attending vehicle are also a unreliable way of locating this information as a Herefordshire crew may have attended an out of area incident and likewise with an out of area crew

attending an incident in Herefordshire depending on the operational demands on the Trust at the time.

We hope that this answers your request. 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

- Mr A C Marsh
Regional Headquarters
Millennium Point
Waterfront Way
Brierley Hill
West Midlands
DY5 1LX
01384 215555

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

If you are unhappy with the findings of the Panel you can then write to the Information Commissioner at:

- Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire.
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

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

Yours sincerely

Lynsey Bull
Freedom of Information Officer