



**Scottish
Ambulance
Service**
Taking Care to the Patient



Chair David Garbutt QPM
Chief Executive Pauline Howie OBE

Our ref: FOI/875/17

Andrew Latham
By email to:
request-400036-10518344@whatdotheyknow.com

16 May 2017

Dear Mr Latham,

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 13 April 2017 requesting information under the Freedom of Information (Scotland) Act 2002 which has now been processed.

Detail and Response

You asked for the following information:-

1) Number of Activations by Scheme / Call sign for Community First Responders in your region. Please include a description if listed by call sign so it is clear the area the CFR responds in. [Date requested] between 14/04/2016 to 14/04/2017

Please see table 1 below showing the number of incidents that were attended by a resource with resource type of "First Responder" broken down by Home Despatch Point between 14/04/2016 – 13/04/2017. The Home Despatch Point relates to where a resource is based for its shift.

Table 1

	No. Incidents
ABERDEEN STATION	77
ABOYNE STATION (PTS BASE)	4
ACHARACLE FIRST RESPONDER	6
ACHILTBUIE FIRST RESPONDER	6
A/DEEN RED X FIRST RESPONDER	128
AIRDRIE LEISURE FIRST RESPONDER	44
APPLECROSS FIRST RESPONDERS	4
ARDFERN FIRST RESPONDER	11
AVIEMORE STATION	8
BALLATER STATION	15
BANCHORY STATION	17
BANFF STATION	6
BATHGATE FIRE FR	38

BATHGATE FIRST RESPONDER	46
BAYHEAD FIRST RESPONDER	1
BEATTOCK FIRST RESPONDER	67
BEAULY FIRST RESPONDER	1
BETTYHILL STATION	2
BONESS FIRST RESPONDER	9
BOTHWELL FIRST RESPONDER	1
BRAE FIRST RESPONDER	1
BRAEHEAD FIRST RESPONDER	19
BRAEMAR FIRST RESPONDER	9
BREASCLETE FIRST RESPONDER	5
BRIDGE OF DON FIRST RESPONDER	303
BROADFORD STATION	4
BROUGHTY FERRY FIRST RESPONDER	9
BUCKIE STATION	1
CALLANDER STATION	3
CAMBUSLANG FIRST RESPONDER	9
CARLOWAY FIRST RESPONDER	10
CARNOUSTIE FIRST RESPONDER	9
CARSPHAIRN FIRST RESPONDER	2
COCKBURNSPATH FIRST RESPONDER	1
COLDINGHAM FIRST RESPONDER	32
COLDSTREAM FIRE FR	10
COMRIE FIRST RESPONDER	26
CRAOBH HAVEN FIRST RESPONDER	4
CRIEFF STATION	20
CROMARTY FIRST RESPONDER	9
DALBEATTIE FIRST RESPONDERS	119
DERVAIG FIRST RESPONDER	3
DINGWALL STATION	21
DORNOCH FIRST RESPONDER	24
DRUMMORE FIRST RESPONDER	1
DRUMNADROCHIT FIRST RESPONDER	22
DUFFTOWN STATION	2

DUNBAR FIRST RESPONDERS	20
DUNBLANE FIRST RESPONDER	17
DUNS FIRST RESPONDER	43
EAST NEUK FIRST RESPONDER	244
EDINBURGH CITY STATION	6
EIGG STATION	4
ELGIN STATION	30
ELLON STATION	3
EYEMOUTH FIRST RESPONDERS	30
FALKIRK FIRE FR	21
FALKIRK STATION	155
FASLANE FIRST RESPONDER	24
FIRST RESPONDER GLENELG	3
FIRST RESPONDERS MUCK	2
FORFAR STATION	4
FORRES STATION	2
FORTH FIRST RESPONDER	12
FRASERBURGH STATION	139
FR BANKNOCK	15
FR KENMORE LOCH TAY	12
FR WEST COAST ARRAN	1
GAIRLOCH STATION	1
GARELOCHHEAD FIRST RESPONDER	13
GARNOCK VALLEY FIRST RESPONDER	5
GATEHOUSE OF FLEET FIRST RESPO	47
GLASGOW AIRPORT FIRST RESPONDE	226
GLENDALE FIRST RESPONDER	12
GOLSPIE STATION	41
GRANTOWN ON SPEY STATION	11
HAWICK FIRE FIRST RESPONDER	9
HAWICK STATION	2
HELMSDALE FIRST RESPONDER	11
HUMBIE FIRST RESPONDER	2
HUNTLY STATION	2

INNERLEITHEN FIRST RESPONDER	28
INVERNESS STATION	22
INVERURIE FIRST RESPONDER	222
INVERURIE STATION	48
IONA FR	5
KEITH STATION	1
KILCHOAN FIRST RESPONDER	18
KILMARNOCK STATION	17
KINBRACE FIRST RESPONDER	1
KINGUSSIE STATION	3
KINLOCHBERVIE STATION	13
KINLOCHLEVEN FIRST RESPONDER	6
KINLOCH RANNOCH FIRST RESPONDER	4
KINROSS FIRST RESPONDER	10
KIRKWALL STATION	2
KIRRIEMUIR FIRST RESPONDER	46
KYLE OF LOCHALSH FIRST RESPONDER	17
LAIRG STATION	2
LAMLASH STATION	16
LARGS	179
LAUDER FIRE FR	2
LAURENCEKIRK FIRST RESPONDER	11
LESMAHAGOW FIRST RESPONDER	5
LINLITHGOW FIRE FR	27
LINLITHGOW FIRST RESPONDERS	6
LIVINGSTONE FIRE SR	13
LIVINGSTON STATION	3
LOCHALINE FIRST RESPONDERS	5
LOHCARRON STATION	1
LOCHGOILHEAD FIRST RESPONDER	13
LOCHINVER STATION	5
LUING FIRST RESPONDERS	7
MAUD FIRST RESPONDERS	27
MELROSE STATION	7

MILNGAVIE FIRST RESPONDERS	50
MOFFAT FIRST RESPONDER	15
MONIFIETH STATION	10
MONTROSE STATION	5
MULL STATION	1
NEILSTON FIRST RESPONDER	251
NEWCASTLETON FIRST RESPONDERS	33
NEWMACHAR FIRST RESPONDER	73
NEWTONMEARNS FIRST RESPONDER	18
NEWTONMORE FIRST RESPONDERS	3
NORTH ARRAN FIRST RESPONDERS	5
NORTH BERWICK FIRST RESPONDER	93
OUT OF AREA	92
PEEBLES STATION	48
PENICUIK FIRST RESPONDER	124
PERTH STATION	158
PETERHEAD STATION	10
PITLOCHRY STATION	3
PITMEDEEN FIRST RESPONDER	54
POINT FIRST RESPONDER	1
PORT WILLIAM FIRST RESPONDER	7
RAASAY FIRST RESPONDER	2
ROSLIN FIRST RESPONDER	1
ROSS OF MULL FR	5
ROUSAY FIRST RESPONDER	4
SAUCHIE STATION	43
STAND BY ABERFELDY	4
STAND BY DUNKELD	6
STAND BY DUNS FIRE STN	45
STAND BY LANARK FIRE STATION	9
STAND BY MUSSELBURGH	29
STAND BY STRACHUR MEDICAL PRACTICE	8
STAND BY TRANENT	4

STAND BY TROON	310
STAND BY WHITBURN	84
SHAPINSAY FIRST RESPONDER	25
SHAWBOST FIRST RESPONDER	5
SOUTH GARELOCHHEAD FIRST RESP	107
SOUTH QUEENSFERRY FIRST RESPON	15
SPEAN BRIDGE FIRST RESPONDERS	14
ST. ANDREWS STATION	32
STIRLING STATION	2
STONEHAVEN STATION	57
STONEHOUSE FIRST RESPONDER	45
STORNOWAY STATION	31
STRANRAER STATION	1
STRATHDON FIRST RESPONDER	1
STRATHYRE FIRST RESPONDER	1
STROMNESS FIRST RESPONDER	19
TAIN STATION	26
TARLAND FIRST RESPONDER	18
THURSO FIRST RESPONDER	59
TIREE STATION(WORKS FM HOME)	3
TOBERMORY FR	46
TORRIDON FIRST RESPONDER	7
TOWIE FIRST RESPONDER	1
TRANENT FIRST RESPONDER	64
TROSSACHS SAR FIRST RESPONDER	6
TURRIFF FIRST RESPONDER	14
UIG FIRST RESPONDER	7
ULLAPOOL STATION	4
WATERNISH FIRST RESPONDER	4
WELLBANK FIRST RESPONDERS	1
WEST ACC FPOS	10
WESTHILL FIRST RESPONDER	5
WEST LINTON FIRST RESPONDER	28
WICK STATION	18

YELL STATION	10
Total:	5424

2) The percentage of CFR activations where a CFR arrived before a trust mobilised resource, i.e a DCA or RRV. [Date requested] between 14/04/2016 to 14/04/2017

Please find table 2 below showing the proportion of incidents where a First Responder resource was first on scene along with other Scottish Ambulance Service resources also being in attendance between 14/04/2016 – 13/04/2017.

Table 2

	No. Incidents with First Responder and Other Resource in Attendance	No. Incidents where First Responder Arrived to Scene First	Proportion
National	5193	4661	89.8%
Total:	5193	4661	89.8%

3) The percentage of CFR activations where a CFR has been directly responsible for meeting the response time target for a call type. i.e a Red1 call where a CFR arrived within 8 minutes but was not backed up by a trust resource within 8 minutes.

Please find table 3 below showing the Category A / Immediately Life Threatening incidents attended by a First Responder resource between 14/04/2016 – 13/04/2017.

Table 3

	No. Cat A / ILT Incidents Attended by First Responder	No. Cat A / ILT Incidents Attended by First Responder Resource Only	No. Cat A / ILT Incidents Attended by First Responder Resource Only In Performance	% Cat A / ILT Incidents Attended by First Responder Resource Only In Performance
National	2109	55	43	78.2%
Total:	2109	55	43	78.2%

Prior to 23 November 2016, in Scotland 999 calls were triaged into three categories:-

- Category A, potentially immediately life threatening, for which the target was to respond to 75% of such calls in 8 minutes.
- Category B, serious but not life threatening, for which the target was to respond to 95% of such calls in 19 minutes.
- Category C, not serious but may require an ambulance, for which the target was to respond within a pre-arranged timescale with another healthcare professional, or refer to another agency, such as NHS 24, when clinically appropriate.

From 23 November 2016, the Service started piloting a new clinical response model which will allow us to more accurately identify patients with immediately life threatening conditions, such as cardiac arrest. For those patients with time-critical conditions which are life-threatening the target remains unchanged and the Service is expected to achieve an eight minutes response to 75% of these calls. Our aim is to reach more of these patients even quicker than at present – saving more lives. All other patients will receive the most appropriate response for their clinical condition.

4) The number of calls where the CFR was the closest resource to an incident but not activated.

We do not hold this data.

5) The average distance travelled for a CFR attending an incident, listed by county.

We do not hold this data. We hold data on mobilisation to arrive on scene time but not distance travelled.

Review Procedure

If you are dissatisfied with the way in which I have dealt with your request, you are entitled to require a review of this decision. Should you decide to request a review you must:

Apply for a review of our decision in writing within 40 working days of the date of this notice and include:

- An address for further correspondence
- A description of the original request and
- The reason(s) why you are dissatisfied with our decision.

You should address your request for a review of decision to:

Sharon Hammell
 Head of Corporate Affairs and Engagement
 Scottish Ambulance Service
 National Headquarters,
 Gyle Square,
 1 South Gyle Crescent,
 Edinburgh, EH12 9EB
 0131 314 0000
 E-mail: sharon.hammell@nhs.net

The requests for a review would be passed to another manager who was not involved in the original decision to assess the application.

Following the review you would receive notice of the result as soon as possible but in any case within 20 working days of us receiving it. Our response would explain the decision of the reviewer as well as details of how to appeal to the Office of the Scottish Information Commissioner if you remain dissatisfied with the review decision reached by us.

If you wish to appeal to the Scottish Information Commissioner you may do so at the details below:

Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
KY16 9DS

Telephone: 01334 464610

e-mail: enquiries@itspublicknowledge.info

You can also make your appeal online via the Commissioner's website at www.itspublicknowledge.info/Appeal. This link gives you help in real time explaining exactly what is needed so the Commissioner can investigate your case quickly.

Yours sincerely,

A handwritten signature in black ink that reads "Lindsay Smith". The signature is written in a cursive, flowing style.

Lindsay Smith
Corporate Affairs and Engagement