



Ref: FOI/2238

30 May 2017

Ambulance Service Headquarters

Waterfront Business Park

Waterfront Way

Brierley Hill

DY5 1LX

Tel: 01384 215555

Website: www.wmas.nhs.uk

request-403947-5ce944c1@whatdotheyknow.com

Dear Akib

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

Further to your enquiry, which we received on 28 April 2017, you requested the following information which we have provided our response in **green** below each question asked for your reference:

I am requesting under the Freedom of Information Act 2000 for the details below. For avoidance of doubt I would like to point out that any reference to call handlers means call responders or non-care professional (e.g. paramedic, doctor or nurse etc.) answering non-emergency calls.

- 1. Any operational written policies or guidance that call handlers must adhere to when dealing with a patient who may be exhibiting a mental health difficulty, self-harming or suicidal behaviours.***

Our call handlers follow NHS Pathways when handling all types of 999 calls. For further information, please use the following link;

<https://digital.nhs.uk/article/302/NHS-Pathways>

- 2. In regards to the organisational structure, any information or advice you can give about whom call handlers are responsible and accountable to (e.g. Paramedics).***

You will find details of all our organisational structures, including our Emergency Operations Centre on our website by clicking in the following link;

<https://wmas.nhs.uk/about-wmas/organisation/freedom-of-information/foi-publication-scheme/who-we-are-and-what-we-do/>

- 3. The number of patients that have contacted you as non-emergency, reporting a mental health difficulty, self-harming or suicidal behaviours, within the last five years to date.***

Please see the following table of emergency calls where the chief complaint has been recorded as mental health related i.e. section 136, psychiatric problems etc.

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Total
Emergency Calls	21,080	24,982	27,636	32,053	35,540	141,291

4. The number of patients that have actually been seen by a paramedic after making contact with you, due to their mental health difficulty, self-harming or suicidal behaviours, within the last five years to date. Please also distinguish them between their call severity levels.

Please see the following table of emergency incidents where a Trust response arrived at scene;

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	Total
Emergency incidents	18,000	20,695	22,980	26,759	29,604	118,038

Please note, WMAS have been undertaking a national trial regarding the categorisation of calls, hence why the breakdown of call categorisation / severity is split into various time periods below.

Further breakdown by call severity

Covering the period up to 7th June 2016

	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Red	3,563	2,903	2,807	2,867	471
Green	14,437	17,792	20,173	23,892	4,606

Please note, since 07 June 2016, WMAS have been undertaking a national trial regarding the categorisation of calls, therefore, we are currently unable to provide any information after this date as the release of this information may jeopardise the trial. NHS England will look to publish the data once the trial is complete and therefore, the information is exempt from release under section 22A of the Freedom of Information Act – Research.

5. Any contact methods (e.g. telephone or fax etc.) that you have for paramedics to make to mental health services (e.g. crisis assessment/home treatment teams, liaison psychiatry, emergency rooms and Out of Hours GPs etc.)

Paramedics can contact Mental Health Services through the NHS Directory of Services (DoS). This can be accessed either by Clinical Support Desk, in our Emergency Operations Centre or mobile devices if an individual has a DoS account. Referrals are generally made by telephone directly to the service.

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
Tel: 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 Kumari
Freedom of Information Officer