



Ref: FOI/2114

13 January 2017

Ambulance Service Headquarters

Waterfront Business Park

Waterfront Way

Brierley Hill

DY5 1LX

Tel: 01384 215555

Website: www.wmas.nhs.uk

request-377849-d435147e@whatdotheyknow.com

Dear Ms Iggulden

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

Further to your enquiry, which we received in full on 05 January 2017, you requested the following information:

I would like to request information regarding statistics for the number of calls relating to mental health fears/issues from teenagers in the last 5 years and whether they have increased due to the pressures society places on them.

On 04 January 2017, we sought the following clarification to your request;

Further to your request below, we can confirm we can provide part of this but it would only be on Chief Complaint at time of call using "Behavioural Issues", "Concern For Welfare", "Mental Health", "Psychiatric or Suicide", "Psychiatric Problems", "Running Call Mental Health Team", "Section 136", "Suicide". There would be no assurance that other call categories not listed did not include some relation to mental health issues (e.g. alcohol related, overdoses) or even that some of those that are listed (e.g. "Behavioural Issues", "Concern for Welfare") were concerned with mental health issues.

We are unable to answer "whether they have increased due to the pressures society places on them" as this is information not recorded or held by us..

Finally, if you wish to proceed, could you please confirm if you require the number of calls or incidents and if this would be for financial or calendar years?

On 05 January 2017, you confirmed;

That is fine. I would be interested in the number of calls in calendar years.

Response

Please see the following table;

Calendar Year	Call Count
2012	1,693
2013	2,017
2014	2,350
2015	2,787
2016	3,593

Please note:

Call Count broken down by Date, keeping 2012, 2013, 2014, 2015 and 2016 Calendar Years. The data is filtered on Patient Age and Chief Complaint. The Patient Age filter keeps 13, 14, 15, 16, 17, 18 and 19. The Chief Complaint filter keeps Behavioural Issues, Concern For Welfare, Mental Health, Psychiatric Illness, Psychiatric or Suicide, Psychiatric Problems, Running Call Mental Health Team, Section 136 and Suicide.

Chief Complaint definitions have changed throughout the period and direct comparison of year on year numbers may be misleading.

Patient Age is as recorded at the time of the call.

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

A handwritten signature in blue ink, consisting of a stylized 'L' and 'K'.

Lynsey Kumari
Freedom of Information Officer