



Ambulance Headquarters

Bernicia House
The Waterfront
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY

Tel: 0191 430 2000
www.neas.nhs.uk

Our Ref: FOI.23.093

John Anthony

E-mail: request-950809-a1da3ed7@whatdotheyknow.com

15 March 2023

Dear Mr Anthony

Freedom of Information Act 2000 – Information Request

Thank you for your request for information under the Freedom of Information Act which was received on 17 February 2023. I can confirm that we hold the information you have requested. You asked the following questions, reproduced in **bold** below:

What is the rationale for all patients under 2 requiring conveyance to the emergency department when calls come from the 999 system.

The Trust triage all patients, regardless of age, via NHS Pathways. Children under two are not prioritised differently, everyone receives a full triage and outcomes can vary from an ambulance being dispatched to an appointment at the GP.

Please find attached copy of the NASMED Conveyance of Children Best Practice guidance for responding Clinicians.

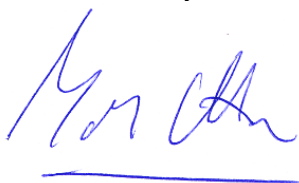
If you are not satisfied with the information we have provided, you can request an internal review within 40 working days of the date of this letter, which will be carried out by Mr Paul Aitken-Fell, who is the Trust's Lead Consultant Paramedic and is someone not involved with your original request.

If you wish to follow this route, please contact karen.greenacre@neas.nhs.uk who will commence the process on your behalf.

If you remain unhappy with the outcome of the review, you can ultimately complain to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely



Mark Cotton
Freedom of Information Lead