Freedom of Information Request

23rd November 2021

Question

I would like to know:

1. To ask how many times in the past 12 months has a single person crew been dispatched to a Braemar call out and why?

2. How many call outs were for emergency situations such as cardiac/stroke?

3. To ask how long the patient waited between the initial call and being transported to Aberdeen Royal Infirmary for each call out in the past 12 months?

4. To ask from where crews have been dispatched for each Braemar call out over the last 12 months?

Clarification was sought from the Scottish Ambulance service on 9 November 2021. Returned correspondence confirmed the information sought was for all incidents attended within the postcode sector AB35.

Answer

1. We do not hold this information as per section 17 of the Freedom of Information Scotland Act.

2. Please see the tables below showing the number of all emergency incidents attended in AB35 between the dates 01/11/2020 – 31/10/2021.

Please note caution in the interpretation of the data provided. The response times show total time and do not factor in possible upgrading or downgrading that may occur depending on the patient condition. For example, a call may start out as a yellow call, subsequently be upgraded to a purple call some time later, but only the total time from the first call received is shown. The starting point is always set for the colour category first determined, not the final

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colour category assigned. Where delays occur, clinical advisors maintain contact with the patient, checking their condition on an ongoing basis, and upgrading when appropriate.

The Scottish Ambulance Service implemented the Clinical Response Model (CRM) for Emergency 999 calls in November 2016. The CRM aims to save more lives by more accurately identifying patients with immediately life-threatening conditions, such as cardiac arrest; and to safely and more effectively send the right type of resource first time to all patients based on their clinical need.

The model institutes a new colour-coded system, which categorises 999 calls in terms of clinical need. Cases are coded purple, red, amber, yellow and green.

In less urgent cases, call handlers may spend more time with patients to better understand their health needs and ensure they send the most appropriate resource for their condition and clinical need.

The process is also designed to identify instances when an ambulance is not needed and instead the patient can be referred to an alternative pathway such as GPs, NHS24 or outpatient services. All calls are triaged into the following categories:

Purple: Our most critically ill patients. This is where a patient is identified as having a 10% or more chance of having a cardiac arrest. The actual cardiac arrest rate across this category is approximately 53%.

Red: Our next most serious category where a patient is identified as having a likelihood of cardiac arrest between 1% and 9.9% or having a need for resuscitation interventions such as airway management above 2%. Currently the cardiac arrest rate in this category is approximately 1.5%.

Amber: where a patient is likely to need diagnosis and transport to hospital or specialist care The cardiac arrest rates for all of these codes is less than 0.5%

Yellow: a patient who has a need for care but has a very low likelihood of requiring life-saving interventions. For example, patients who have tripped or fallen but not sustained any serious injury.

Green: a patient does not fit the above categories and there is potential for an alternative care pathway, rather than needing to go to hospital.

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Emergency Incidents Attended In AB35 by Month, 01/11/2020-31/10/2021

		Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021
Amber	Incidents Attended	<5	<5	7	<5	5	<5	9	6	10	10	5	6
	Median Response Time	-	-	10:35	-	8:00	-	20:49	16:53	13:36	28:49	62:14	9:23
	90th Percentile Response Time	-	-	39:11	-	37:43	-	45:59	38:24	44:45	49:29	83:46	21:45
Yellow	Incidents Attended	<5	11	7	<5	10	11	10	7	20	20	16	11
	Median Response Time	-	31:17	38:13	-	34:42	38:08	25:38	7:44	35:44	19:45	15:40	9:11
	90th Percentile Response Time	-	51:18	97:34	-	95:48	59:23	61:52	44:33	108:10	56:53	116:22	70:54

Data has been provided against our call colour categories as explained above. For the given data, you will see that some of the figures are shown as, five or less than five, please note that this figure has been suppressed because the statistical value is less than five.

Call colour categories purple and red have been omitted from the data due to very low figures held.

The Scottish Ambulance service has a duty, under the Data Protection Act to avoid directly or indirectly revealing any personal details which we then consider exempt under section 38 1(b) of the Freedom of Information Scotland Act. It is therefore widely understood that provision of statistics on small numbers, five or less are statistically suppressed upon disclosure.

Emergency Incidents Attended In AB35, 01/11/2020-31/10/2021

Purple	Incidents Attended	5
	Median Response Time	9:33
	90th Percentile Response Time	29:32
Red	Incidents Attended	9
	Median Response Time	18:50
	90th Percentile Response Time	54:49
Amber	Incidents Attended	12
	Median Response Time	13:59
	90th Percentile Response Time	48:17
Yellow	Incidents Attended	12

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	Median Response Time	24:56
	90th Percentile Response Time	81:33

3.Please see the table below showing the number of resources from the stations provided below have attended emergency incidents in AB35.

Please note any stations that provided figures <5 captured in the data set have been incorporated together within the given list below.

Please note caution on the interpretation of the data supplied. To explain, for example, if two resources from Aberdeen station attended the same incident then this will be counted twice in the station table but only once in the top table. Similarly if one resource from Aberdeen and another from Alford attended the same incident then both Aberdeen and Alford would get a mark in the station table but would only be counted once in the top table.

Full list of stations captured below.

The Scottish Ambulance service is a national service, vehicles within the Scottish Ambulance service carry a unique call sign used to identify them. Every Call Sign is allocated to a Home Despatch Point (station). If a vehicle is used elsewhere for various operational reasons and the Home Despatch Point has not been updated on the system, there is no way for our data to determine what station it has then worked from on for that day. Data of this nature may be included within the figures provided.

Stations Attending Incidents	Number Attendances
ABERDEEN STATION	9
ALFORD STATION	18
BALLATER STATION	155
BANCHORY STATION	14
FRASERBURGH STATION	7
TOMINTOUL STATION	31
OTHER STATIONS	24

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Other Station List
ABOYNE STATION (PTS BASE)
BANFF STATION
BLAIRGOWRIE STATION
BRECHIN STATION
DUFFTOWN STATION
FORFAR STATION
HUNTLY STATION
INVERURIE STATION
KEITH STATION
PITLOCHRY STATION
S/BY SOUTH RR ABERDEEN
STONEHAVEN STATION

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