



GIG
CYMRU
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Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Gwasanaeth Gwaed Cymru
Welsh Blood Service



Canolfan Ganser Felindre
Velindre Cancer Centre

Pencadlys Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University NHS Trust Headquarters

2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Ref: CORP 2023 - 018

Date: 9th March 2023

Dear *****

Freedom of Information request : VCC Emergency Response Data: CORP 2023 - 018

Thank you for your request for the following information which we received on 27/01/2023.

Your Request –

I would respectfully request some specific information which I believe will be held by the Velindre University NHS Trust.

I request this data under the freedom of information act.

The figures I am requesting pertain the Velindre Cancer Centre, Velindre Road, Cardiff , CF14 2TL, including all wards, outpatients departments, radiotherapy unit, day unit and indeed any place on this site, especially those places where patients are treated.

The information is for two specific time periods :

01/01/2021 - 31/12/2021.

01/01/2022 - 31/12/2022.

The information I request is as follows:

- 1. How many 999 calls were made from the cancer centre requesting an ambulance, including calls made from wards, outpatients and any other unit located on the VUNHST Whitchurch site during these time periods ?*
- 2. How were the 999 calls graded (Red/Amber etc)?*

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3. *Is there a breakdown of which medical conditions required a 999 call requesting an ambulance?*
4. *How many patients were ROLE'd (recognition of life extinct/died) at scene by the Welsh Ambulance Service Trust or EMRTS (Emergency Medical Retrieval and Transfer Service) and how many patients did not travel for any other specified reason?*
5. *Were any of the 999 calls cancelled by staff at VUNHST because the patient had died prior to arrival of an ambulance service asset?*
6. *Could you please provide a breakdown in respect of the time from each call to arrival of a WAST asset (RRV or EA) ?*
7. *Did the Emergency Medical and Retrieval Service (EMRTS) attend to assist, stabilise or treat in any other way, any of the patients for whom a 999 call had been place.*
8. *In formulating your response to questions 1-6 did you use solely the data collected by VUNHST, or did you at any time have to contact the Welsh Ambulance Service Trust for information?*
9. *Is there any special arrangement or agreement (written, verbal or otherwise) that allows 999 Ambulance calls from VUNHST to be prioritised over other 999 calls to the Welsh Ambulance Service?"*

The Trust's Response :

In accordance with Section 1(1)(a) of the Act, the Trust has assessed your request and confirms that it does not hold the information requested to enable a response to Questions 1 to 8. This is because the Trust is unable to access reports that are the property of the Welsh Ambulance Service Trust (WAST).

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With regards to question 9, there is no written agreement that allows Velindre University NHS Trust patients to be prioritised. Patients are triaged by WAST call handlers which depends on the clinical information provided as with all calls to WAST.

If there is a need to escalate due to a further deterioration of the patient after the initial call has been made, a further call is made to WAST.

To meet our obligations under Section 16 of the Act (Duty to advise and assist) The Trust has been in contact with WAST with a view to transferring your request. WAST have confirmed that they will be responding to you shortly answering your request in full whilst taking in to account any request that you may have made separately to them. This approach is entirely in line with Section 45 (FOI Code of Practice) of the Act and ICO Guidance on request handling.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review.

You should forward your complaint to:-

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd
CF15 7QZ
Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

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Information Commissioner's Office - Wales

2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

Yours sincerely,

Lauren Fear
Director of Corporate Governance and Chief of Staff
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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