



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

9th October 2024

Question

For the period starting 1 January 2023 up until the date of submission, can you please provide me with:

All complaints made by anyone who works on board an ambulance about the quality of the ambulance or difficulties operating the ambulance?

For these complaints, can you state the make and model of the ambulance?

Can you also tell me how many breakdowns there have been of any vehicles (not just ambulances) used by the ambulance service in the stated timescale?

Can you specify which make and model of vehicles were breaking down?

If it was possible to list these breakdowns by month, that would also be my preference.

Answer

For the period starting 1 January 2023 up until the date of submission, can you please provide me with:

All complaints made by anyone who works on board an ambulance about the quality of the ambulance or difficulties operating the ambulance?

For these complaints, can you state the make and model of the ambulance?

The Scottish Ambulance Service has a National Vehicle and Equipment Group where all staff can submit any vehicle matters for discussion. The vehicles are also inspected twice a year and audited by the Health and Safety department and Infection Control Department where issues are highlighted to regional management to be rectified within a specified timeframe.

The Scottish Ambulance Service does not hold staff complaints about vehicle quality or operating difficulties in a way that would make them reportable. Staff are encouraged to raise concerns either directly with the Vehicle group or on our Datix system. The Datix system also captures any near-miss concerns staff may have about equipment on vehicles. To determine which of these concerns are regarding vehicle quality or operating difficulties would require us to review each concern raised and apply complex skill and judgement.

There's a distinction between creating new information, and compiling information already held. Where a request can be answered by compiling information from readily available resources held by the public authority, this is not the same as creating new information. However, if collation of the information would require skill and complex judgement, the information is not held.



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If it was possible to list these breakdowns by month, that would also be my preference.

The Scottish Ambulance Service does not hold the information you have requested. We record all vehicle routine, preventative and repairs, but do not differentiate between a routine repair or replacement through normal wear & tear or what may be determined as a breakdown. It is for this reason; we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.