



AACE Academic Review of Demand: Information Sheet

What is the project about?

The project is looking at changes in the use of ambulance services in England. We know that use of ambulance services has been increasing over the past decade. By conducting this project, we hope to get a better understanding of how the ambulance service is being used.

Why have I been chosen?

We would like to speak to people who have recently called 999 for an ambulance.

Do I have to take part?

No, participation is voluntary. Your care will not be affected, whether or not you decide to take part.

How do I take part?

If you would like to take part in an interview, please contact Melanie Edwards on 020 7783 2588 or at melanie.edwards@ace.org.uk

What will happen if I do take part?

We will contact you to arrange a suitable time for the interview. The interview will be conducted by telephone and will typically last 30-60 minutes. During the interview, we will ask you a number of questions about the occasion on which you called for an ambulance and about any other services you may have contacted for help prior to calling 999. With your permission, we will record the interview.

Who will see my information?

All information is treated as confidential. The information you provide will only be seen by the project team.

What happens with my information?

The information will be stored securely by the project team. We will analyse the information provided by service users and write up our findings to be included in the project report. No identifiable information will be included in the report.

Can I see what information of mine you are using?

Under the Data Protection Act you have a right to see the information we hold about you. Should you wish to see this information, please contact Melanie Edwards using the contact details provided at the end of this sheet.

What if there is a problem?

We do not believe that there will be any problems resulting from you taking part in an interview. However, if there is anything that you are not happy with, please contact Melanie Edwards in the first instance, using the contact details below.

Who is organising and funding the project?

The project is organised and funded by the Association of Ambulance Chief Executives (AACE). AACE provides ambulance services with a central organisation that supports, coordinates and implements nationally agreed policy. It also provides the general public and other stakeholders with a central resource of information about NHS ambulance services

Contact details

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