

New King's Beam House  
22 Upper Ground  
London  
SE1 9BW

25 August 2011

**Attn:**

All Ambulance Operations Directors  
Ambulance Medical Directors

Dear All

**ECPAG approved 999 call category dispositions for NHS Pathways**

I write to advise that at a recent ECPAG meeting the attached list of NHS Pathway 999 call category dispositions were approved for use in Ambulance Services across England.

For those services using NHS Pathways please ensure that these dispositions are applied to all 999 calls.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P Bradley', is positioned above the printed name.

**Peter Bradley CBE**  
Director of Ambulance Services

<b>DxNumber</b>	<b>Disposition Text</b>	<b>OLD</b>	<b>NEW</b>
Dx010	Dispatch 8 minute ambulance RED 1	A	Red 1
Dx011	Dispatch 8 minute ambulance	A	Red 2
Dx012	Dispatch Ambulance Emergency Treatment and Transport to Emergency Department	B	Green 2
Dx103	Refer to Clinician from our service - caller unhappy with disposition	C	Green 3
Dx106	A Clinician from our Service will call the individual back immediately to assess the problem	C	Green 3
Dx32	Speak to Clinician from our Service immediately	C	Green 3
Dx34	Speak to Clinician from our Service within 30 minutes	C	Green 3
Dx58	No Service Clinician available refer for urgent (20 minutes) primary care clinical assessment	C	Green 3
All other dispositions are green 4		C	Green 4