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19th February 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 201205.

You requested the following information, please also see our response below:

This is an updated request in relation to hand over times at hospitals.

- 1. For each month since April 2020 – to date - what were the average handover times by individual hospitals that you work with in Kent, Sussex and Surrey?**
- 2. What percentage of the handovers exceeded the 15 minute SLA; by individual hospital?**
- 3. What was the longest handover time experienced by individual hospital??**
- 4. Please can you provide the answers to questions 1, 2 and 3 for the previous financial year April 2019 to the end of March 2020?**

Please find attached FOI data.

Please treat all values with caution due to the high volume of incidents, not every incident will have been validated for their date/time stamps.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust