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11th February 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210107.

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

- 1. How many patients in ambulances waited more than 30 minutes before being handed over to hospitals across Surrey, in December 2020?**
- 2. How many patients in ambulances waited more than 30 minutes before being handed over to hospitals across Surrey, in December 2019?**
- 3. How many patients in ambulances waited more than one hour before being handed over to hospitals across Surrey, in December 2020?**
- 4. How many patients in ambulances waited more than one hour before being handed over to hospitals across Surrey, in December 2019?**
- 5. Please can I have the breakdown for each Surrey hospital, too.**

Q1- Q5

Hospital Group	Q1. 2020	Q2. 2019	Q3. 2020	Q4. 2019
East Surrey Hospital	64	246	<10	39
Epsom Hospital	61	140	0	<10
Frimley Park Hospital	114	99	20	12
Royal Surrey County Hospital	107	91	15	<10
St Peters Hospital	232	130	52	<10

6. What was the average time it took ambulances to reach 999 callers across Surrey, in December 2020?

00:57:37

7 What was the average time it took ambulances to reach 999 calls across Surrey, in December 2019?

00:45:59

- For Questions 1-5 we have provided the number of incidents.
- 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.
- Values provided are based on handover to Hospitals for all A&E department types.
- Please note that not every transport will have a handover time.
- Please note these average time values relate to all categories of calls – including the less serious Category 3 and 4 calls, that we aim to respond to within 90% of the time: in less than 2 hours and 3 hours respectively.
- Please note that for figures that are less than 10 we are unable to provide the exact number as it may be identifiable to individuals.
- Please note that values provided are from the 1st January 2020 up to and including 31st December 2020

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