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4<sup>th</sup> November 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211018.

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

**I write under the Freedom of Information Act to request the following information:**

**The number of hours that the Trust's ambulances spent queueing/waiting due to handover delays in each of the following months:**

1. October 2020
2. November 2020
3. December 2020
4. January 2021
5. February 2021
6. March 2021
7. April 2021
8. May 2021
9. June 2021
10. July 2021
11. August 2021
12. September 2021

	Total Hours Lost Through Handover	Handover Button Compliance %
1. October 2020	2594	93.5%
2. November 2020	3358	93.4%
3. December 2020	5333	91.6%
4. January 2021	4584	91.6%
5. February 2021	2292	93.2%
6. March 2021	2231	93.8%
7. April 2021	2269	94.0%
8. May 2021	2613	92.4%
9. June 2021	3247	92.3%
10. July 2021	3899	92.4%
11. August 2021	3556	92.9%
12. September 2021	3842	92.5%

Total Hours Lost Through Handover: Please note this does not include the first 15 minutes for each handover which is the target from arrival at hospital to patient handover. The hours lost is time over this 15-minute period.

Handover Compliance: This is the percentage of transports where the handover button has been pressed at hospital.

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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