



Trust Headquarters  
Nexus House  
Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

22<sup>nd</sup> December 2021

Email:

Dear,

**Tel: 0300 123 0999**  
**[www.secamb.nhs.uk](http://www.secamb.nhs.uk)**

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211205.

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

**I am writing to you under the Freedom of Information Act 2000 to request the following information from your service:**

- 1. The total number of hospital handover delays over 15 minutes broken down by month for the years 2019, 2020 and 2021 as well as by incident category**

Please see the attached FOI Data spreadsheet.

- 2. The total number of hospital handover delays over 30 minutes broken down by month for the years 2019, 2020 and 2021 as well as by incident category**

Please see the attached FOI Data spreadsheet.

- 3. The average waiting time for an ambulance to arrive at an incident broken down by month for the years 2019, 2020 and 2021**

This is available on the NHS England website:

<https://www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2021/11/AmbSYS-time-series-to-20211031.xlsx>

- 4. The number of cases where the waiting time for an ambulance to arrive at an incident were over 30 minutes, over one hour, over 3 hours, over 5 hours and over ten hours, broken down by incident category**

Please see the attached FOI Data spreadsheet.

- 5. The number of patient deaths that have resulted in an incident where hospital handover was delayed by over 30 minutes, or by whichever measure of handover delay the data is held in by your service, broken down by month each year from 2019-2021 inclusive.**

Nil deaths have been identified as having been caused by hospital hand over delays in 2019-2020 through the learning from deaths random audit reviews.

6. **The number of patient deaths that occurred in case where the ambulance callout delay meant paramedics did not hit the target response time outlined by your service, broken down by month each year from 2019-2021 inclusive.**

Nil deaths have been identified as having been caused by a delay to getting to a patient outside of response times through the learning from deaths random audit reviews.

**If dates are stored by financial year rather than calendar year then please include the 2018/2019 period. By incident category I refer to the severity scale (which usually uses categories one through four).**

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**