



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

Tel: 0300 123 0999
www.secamb.nhs.uk

31st January 2022

[Email](#)

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220139.

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 1st January 2019 to January 21st 2022 – - what were the average handover times by individual hospitals that you work with in Kent?**
- 2. What percentage of the handovers exceeded the 15 minute SLA; by individual hospital?**
- 3. How many were taking half an hour or more?**
- 4. How many were exceeding 1 hour?**
- 5. What was the longest handover time experienced by individual hospital??**

Month Year	Ambulance Trust	Hospital Name	Average Handover Time (mins)	% of Handovers Over 15 Minutes	Count of Handovers Over 30 Minutes	Count of Handovers Over 60 Minutes	Longest Handover (mm.m)	Count of Handovers at Hospital
Jan 2019	SECamb	Darent Valley Hospital	22.7	63.7%	393	46	116.9	1803
Jan 2019	SECamb	Maidstone Hospital	16.3	48.0%	84	2	66.5	1180
Jan 2019	SECamb	Medway Maritime Hospital	21.1	49.3%	551	190	168.5	3164
Jan 2019	SECamb	Tunbridge Wells Hospital	22.5	62.8%	527	72	143.7	2359
Jan 2019	SECamb	William Harvey Hospital	26.8	78.0%	785	93	113.0	2427
Feb 2019	SECamb	Darent Valley Hospital	23.7	66.1%	386	54	103.8	1612
Feb 2019	SECamb	Maidstone Hospital	16.7	51.7%	53	2	74.0	984
Feb 2019	SECamb	Medway Maritime Hospital	23.3	53.0%	623	212	149.6	2796
Feb 2019	SECamb	Tunbridge Wells Hospital	21.7	59.2%	389	80	136.6	2094
Feb 2019	SECamb	William Harvey Hospital	27.1	80.4%	638	91	121.3	2005
Mar 2019	SECamb	Darent Valley Hospital	22.5	64.9%	342	31	98.1	1612
Mar 2019	SECamb	Maidstone Hospital	16.7	51.9%	70	1	69.0	1039
Mar 2019	SECamb	Medway Maritime Hospital	20.6	50.5%	526	132	124.6	2964
Mar 2019	SECamb	Tunbridge Wells Hospital	17.8	53.0%	210	13	89.6	2191
Mar 2019	SECamb	William Harvey Hospital	25.6	75.6%	726	75	100.7	2450
Apr 2019	SECamb	Darent Valley Hospital	23.1	68.8%	368	45	121.6	1620
Apr 2019	SECamb	Maidstone Hospital	18.2	55.6%	97	4	128.2	1042
Apr 2019	SECamb	Medway Maritime Hospital	19.1	45.8%	463	119	156.2	3061
Apr 2019	SECamb	Tunbridge Wells Hospital	21.5	63.4%	396	53	132.3	2166
Apr 2019	SECamb	William Harvey Hospital	26.0	77.3%	797	64	142.4	2643
May 2019	SECamb	Darent Valley Hospital	22.6	65.6%	343	32	93.2	1604
May 2019	SECamb	Maidstone Hospital	17.2	49.0%	92	5	69.5	1147
May 2019	SECamb	Medway Maritime Hospital	18.8	47.1%	468	87	155.4	3052

May 2019	SECamb	Tunbridge Wells Hospital	22.1	62.9%	459	65	124.1	2272
May 2019	SECamb	William Harvey Hospital	25.0	75.1%	806	68	109.8	2901
Jun 2019	SECamb	Darent Valley Hospital	22.3	63.3%	347	22	101.6	1615
Jun 2019	SECamb	Maidstone Hospital	16.9	52.8%	78	0	57.2	1052
Jun 2019	SECamb	Medway Maritime Hospital	19.2	46.4%	508	108	119.8	3019
Jun 2019	SECamb	Tunbridge Wells Hospital	19.5	57.6%	307	25	86.3	2079
Jun 2019	SECamb	William Harvey Hospital	23.8	77.4%	637	46	100.2	2871
Jul 2019	SECamb	Darent Valley Hospital	25.0	70.5%	505	41	110.7	1743
Jul 2019	SECamb	Maidstone Hospital	18.1	55.5%	124	5	78.3	1173
Jul 2019	SECamb	Medway Maritime Hospital	17.7	45.0%	438	65	164.9	3371
Jul 2019	SECamb	Tunbridge Wells Hospital	21.0	63.1%	396	36	87.8	2379
Jul 2019	SECamb	William Harvey Hospital	21.5	72.9%	521	19	79.8	3146
Aug 2019	SECamb	Darent Valley Hospital	24.8	70.7%	505	30	114.6	1787
Aug 2019	SECamb	Maidstone Hospital	18.2	56.1%	130	9	78.6	1249
Aug 2019	SECamb	Medway Maritime Hospital	19.1	47.9%	533	90	118.7	3196
Aug 2019	SECamb	Tunbridge Wells Hospital	20.5	59.3%	360	47	126.2	2319
Aug 2019	SECamb	William Harvey Hospital	19.6	64.9%	358	10	74.4	3178
Sep 2019	SECamb	Darent Valley Hospital	23.6	71.2%	453	13	84.4	1713
Sep 2019	SECamb	Maidstone Hospital	17.0	52.1%	96	3	64.4	1266
Sep 2019	SECamb	Medway Maritime Hospital	19.0	48.6%	503	73	134.1	3176
Sep 2019	SECamb	Tunbridge Wells Hospital	23.0	66.2%	481	72	113.6	2243
Sep 2019	SECamb	William Harvey Hospital	21.3	68.1%	536	21	92.5	3070
Oct 2019	SECamb	Darent Valley Hospital	22.3	66.7%	399	25	106.1	1929
Oct 2019	SECamb	Maidstone Hospital	18.0	53.6%	135	11	91.1	1361
Oct 2019	SECamb	Medway Maritime Hospital	21.0	54.0%	697	111	112.2	3434
Oct 2019	SECamb	Tunbridge Wells Hospital	20.5	59.1%	371	46	100.6	2311
Oct 2019	SECamb	William Harvey Hospital	20.9	69.3%	510	8	94.8	3161

Nov 2019	SECamb	Darent Valley Hospital	21.7	68.0%	378	14	83.8	1966
Nov 2019	SECamb	Maidstone Hospital	16.3	46.0%	105	2	68.7	1307
Nov 2019	SECamb	Medway Maritime Hospital	21.5	54.2%	756	123	107.7	3476
Nov 2019	SECamb	Tunbridge Wells Hospital	20.2	55.8%	381	45	97.5	2492
Nov 2019	SECamb	William Harvey Hospital	22.3	71.2%	667	24	157.0	3217
Dec 2019	SECamb	Darent Valley Hospital	22.8	69.1%	470	25	113.8	2077
Dec 2019	SECamb	Maidstone Hospital	16.6	47.5%	116	5	67.1	1360
Dec 2019	SECamb	Medway Maritime Hospital	23.4	56.6%	962	163	150.3	3569
Dec 2019	SECamb	Tunbridge Wells Hospital	22.3	62.1%	525	70	179.2	2532
Dec 2019	SECamb	William Harvey Hospital	22.9	75.1%	712	25	78.2	3391
Jan 2020	SECamb	Darent Valley Hospital	20.8	67.7%	316	5	72.8	1972
Jan 2020	SECamb	Maidstone Hospital	15.8	42.0%	95	1	67.3	1381
Jan 2020	SECamb	Medway Maritime Hospital	20.8	52.4%	689	93	102.2	3350
Jan 2020	SECamb	Tunbridge Wells Hospital	18.1	51.6%	275	12	83.9	2415
Jan 2020	SECamb	William Harvey Hospital	23.4	74.0%	788	41	92.7	3337
Feb 2020	SECamb	Darent Valley Hospital	20.2	64.4%	278	5	73.8	1876
Feb 2020	SECamb	Maidstone Hospital	16.9	48.2%	143	4	70.5	1327
Feb 2020	SECamb	Medway Maritime Hospital	20.4	52.5%	617	49	111.8	3051
Feb 2020	SECamb	Tunbridge Wells Hospital	18.6	54.0%	271	15	91.0	2172
Feb 2020	SECamb	William Harvey Hospital	21.9	69.1%	609	24	159.1	2958
Mar 2020	SECamb	Darent Valley Hospital	20.2	67.5%	235	6	106.0	1757
Mar 2020	SECamb	Maidstone Hospital	16.6	47.7%	92	5	72.4	1212
Mar 2020	SECamb	Medway Maritime Hospital	23.5	62.3%	679	113	159.0	2756
Mar 2020	SECamb	Tunbridge Wells Hospital	17.3	50.0%	162	9	84.3	1981
Mar 2020	SECamb	William Harvey Hospital	20.9	66.7%	443	20	110.9	2655
Apr 2020	SECamb	Darent Valley Hospital	20.0	68.0%	209	10	90.3	1618
Apr 2020	SECamb	Maidstone Hospital	16.3	46.7%	76	2	76.5	1064

Apr 2020	SECamb	Medway Maritime Hospital	15.9	40.0%	241	28	145.7	2692
Apr 2020	SECamb	Tunbridge Wells Hospital	17.3	56.9%	82	3	91.6	1565
Apr 2020	SECamb	William Harvey Hospital	20.5	76.4%	238	4	84.1	2309
May 2020	SECamb	Darent Valley Hospital	17.4	56.2%	116	0	58.8	1666
May 2020	SECamb	Maidstone Hospital	15.0	41.4%	70	0	52.7	1213
May 2020	SECamb	Medway Maritime Hospital	12.6	24.2%	106	14	104.2	3217
May 2020	SECamb	Tunbridge Wells Hospital	15.9	47.0%	105	1	66.3	2020
May 2020	SECamb	William Harvey Hospital	19.3	72.5%	169	6	81.7	2609
Jun 2020	SECamb	Darent Valley Hospital	17.7	59.2%	120	1	61.9	1675
Jun 2020	SECamb	Maidstone Hospital	13.8	32.9%	40	1	77.1	1241
Jun 2020	SECamb	Medway Maritime Hospital	13.1	24.5%	135	27	128.0	3139
Jun 2020	SECamb	Tunbridge Wells Hospital	14.9	40.4%	68	0	50.1	1930
Jun 2020	SECamb	William Harvey Hospital	17.6	62.2%	105	4	86.3	2643
Jul 2020	SECamb	Darent Valley Hospital	17.7	58.5%	150	2	76.4	1830
Jul 2020	SECamb	Maidstone Hospital	14.0	33.7%	53	2	66.5	1529
Jul 2020	SECamb	Medway Maritime Hospital	13.2	24.1%	139	20	144.3	3197
Jul 2020	SECamb	Tunbridge Wells Hospital	14.6	39.2%	71	1	70.5	2082
Jul 2020	SECamb	William Harvey Hospital	15.2	40.9%	130	5	81.2	2682
Aug 2020	SECamb	Darent Valley Hospital	18.0	58.5%	153	3	69.7	1867
Aug 2020	SECamb	Maidstone Hospital	13.8	31.7%	53	1	62.9	1481
Aug 2020	SECamb	Medway Maritime Hospital	18.0	37.0%	397	110	144.1	3206
Aug 2020	SECamb	Tunbridge Wells Hospital	14.5	37.4%	68	2	67.5	2157
Aug 2020	SECamb	William Harvey Hospital	16.7	49.2%	203	10	83.8	2794
Sep 2020	SECamb	Darent Valley Hospital	17.9	57.7%	144	8	92.5	1899
Sep 2020	SECamb	Maidstone Hospital	14.0	33.0%	34	0	55.7	1460
Sep 2020	SECamb	Medway Maritime Hospital	17.7	37.7%	345	105	199.9	3121
Sep 2020	SECamb	Tunbridge Wells Hospital	15.4	43.6%	82	2	100.2	2098

Sep 2020	SECamb	William Harvey Hospital	17.6	50.3%	277	19	99.7	2579
Oct 2020	SECamb	Darent Valley Hospital	16.9	52.8%	108	3	67.9	1995
Oct 2020	SECamb	Maidstone Hospital	14.3	35.9%	51	1	74.3	1512
Oct 2020	SECamb	Medway Maritime Hospital	18.9	39.8%	430	122	269.1	3280
Oct 2020	SECamb	Tunbridge Wells Hospital	14.9	39.8%	77	0	56.3	2130
Oct 2020	SECamb	William Harvey Hospital	21.4	64.6%	484	48	93.5	2586
Nov 2020	SECamb	Darent Valley Hospital	17.9	60.4%	143	2	129.5	2028
Nov 2020	SECamb	Maidstone Hospital	15.9	43.0%	79	6	151.6	1531
Nov 2020	SECamb	Medway Maritime Hospital	30.8	54.3%	789	395	589.4	3058
Nov 2020	SECamb	Tunbridge Wells Hospital	16.2	45.2%	113	9	88.4	2094
Nov 2020	SECamb	William Harvey Hospital	20.9	62.8%	425	38	122.2	2469
Dec 2020	SECamb	Darent Valley Hospital	25.9	66.7%	333	105	486.7	1961
Dec 2020	SECamb	Maidstone Hospital	19.8	54.6%	175	44	290.8	1641
Dec 2020	SECamb	Medway Maritime Hospital	48.7	67.2%	961	573	531.0	2623
Dec 2020	SECamb	Tunbridge Wells Hospital	17.8	51.1%	171	19	261.9	2087
Dec 2020	SECamb	William Harvey Hospital	25.2	67.6%	492	121	308.3	2372
Jan 2021	SECamb	Darent Valley Hospital	21.0	68.6%	258	46	173.8	2099
Jan 2021	SECamb	Maidstone Hospital	17.4	53.4%	102	3	74.3	1428
Jan 2021	SECamb	Medway Maritime Hospital	32.7	57.7%	722	363	564.5	2907
Jan 2021	SECamb	Tunbridge Wells Hospital	17.4	56.5%	122	1	60.8	1884
Jan 2021	SECamb	William Harvey Hospital	26.1	66.0%	438	140	467.5	2240
Feb 2021	SECamb	Darent Valley Hospital	16.7	52.8%	96	3	93.4	1836
Feb 2021	SECamb	Maidstone Hospital	15.6	45.1%	58	2	192.4	1296
Feb 2021	SECamb	Medway Maritime Hospital	17.2	39.4%	269	70	178.2	2858
Feb 2021	SECamb	Tunbridge Wells Hospital	16.2	46.6%	98	2	102.0	1828
Feb 2021	SECamb	William Harvey Hospital	21.9	59.3%	318	104	312.1	2361
Mar 2021	SECamb	Darent Valley Hospital	17.6	56.2%	138	5	183.1	1999

Mar 2021	SECamb	Maidstone Hospital	15.8	45.4%	61	0	56.7	1364
Mar 2021	SECamb	Medway Maritime Hospital	16.3	35.1%	271	66	150.7	3294
Mar 2021	SECamb	Tunbridge Wells Hospital	15.8	43.2%	94	1	64.3	2081
Mar 2021	SECamb	William Harvey Hospital	14.9	34.3%	115	9	100.3	2771
Apr 2021	SECamb	Darent Valley Hospital	16.0	50.5%	87	0	56.5	2500
Apr 2021	SECamb	Maidstone Hospital	15.3	45.0%	39	0	58.0	1491
Apr 2021	SECamb	Medway Maritime Hospital	19.2	37.9%	421	159	199.2	3244
Apr 2021	SECamb	Tunbridge Wells Hospital	16.2	45.9%	104	3	88.0	2041
Apr 2021	SECamb	William Harvey Hospital	14.3	31.0%	79	10	110.3	2720
May 2021	SECamb	Darent Valley Hospital	15.4	45.5%	108	0	58.5	3059
May 2021	SECamb	Maidstone Hospital	15.9	44.7%	66	3	130.9	1472
May 2021	SECamb	Medway Maritime Hospital	18.8	39.9%	430	146	151.4	3386
May 2021	SECamb	Tunbridge Wells Hospital	17.9	51.2%	239	13	99.2	2399
May 2021	SECamb	William Harvey Hospital	14.9	34.6%	123	20	100.6	3006
Jun 2021	SECamb	Darent Valley Hospital	17.5	55.8%	170	0	59.8	2561
Jun 2021	SECamb	Maidstone Hospital	17.2	54.6%	96	2	68.8	1439
Jun 2021	SECamb	Medway Maritime Hospital	25.2	50.2%	728	326	207.7	3280
Jun 2021	SECamb	Tunbridge Wells Hospital	18.4	53.4%	242	14	111.9	2213
Jun 2021	SECamb	William Harvey Hospital	16.1	38.7%	213	28	160.0	2959
Jul 2021	SECamb	Darent Valley Hospital	17.7	53.6%	214	13	80.4	2616
Jul 2021	SECamb	Maidstone Hospital	17.8	55.4%	113	11	95.8	1358
Jul 2021	SECamb	Medway Maritime Hospital	27.6	53.4%	745	319	350.9	3203
Jul 2021	SECamb	Tunbridge Wells Hospital	20.4	57.8%	320	49	141.2	2100
Jul 2021	SECamb	William Harvey Hospital	17.9	45.7%	303	56	127.6	2867
Aug 2021	SECamb	Darent Valley Hospital	18.1	55.6%	309	15	72.0	3224
Aug 2021	SECamb	Maidstone Hospital	16.4	47.9%	73	3	96.8	1329
Aug 2021	SECamb	Medway Maritime Hospital	20.1	48.5%	452	126	218.8	3059

Aug 2021	SECamb	Tunbridge Wells Hospital	19.4	57.2%	260	28	95.4	1998
Aug 2021	SECamb	William Harvey Hospital	18.3	49.4%	325	58	123.9	2909
Sep 2021	SECamb	Darent Valley Hospital	17.8	55.3%	231	11	84.3	2966
Sep 2021	SECamb	Maidstone Hospital	16.3	45.8%	76	3	70.5	1310
Sep 2021	SECamb	Medway Maritime Hospital	24.9	54.1%	680	264	265.4	3229
Sep 2021	SECamb	Tunbridge Wells Hospital	18.9	52.3%	275	17	113.1	1963
Sep 2021	SECamb	William Harvey Hospital	17.6	46.2%	279	60	130.0	2894
Oct 2021	SECamb	Darent Valley Hospital	19.3	58.9%	360	34	130.1	3047
Oct 2021	SECamb	Maidstone Hospital	16.6	46.4%	96	4	74.3	1320
Oct 2021	SECamb	Medway Maritime Hospital	28.0	56.3%	873	370	346.5	3301
Oct 2021	SECamb	Tunbridge Wells Hospital	20.0	54.6%	355	25	100.3	2096
Oct 2021	SECamb	William Harvey Hospital	21.1	53.9%	533	112	142.3	2900
Nov 2021	SECamb	Darent Valley Hospital	20.9	65.2%	386	45	139.4	2518
Nov 2021	SECamb	Maidstone Hospital	16.1	45.3%	69	0	54.2	1234
Nov 2021	SECamb	Medway Maritime Hospital	28.0	54.3%	676	299	340.1	3012
Nov 2021	SECamb	Tunbridge Wells Hospital	20.6	57.7%	337	41	123.1	1945
Nov 2021	SECamb	William Harvey Hospital	19.6	52.4%	444	55	106.9	2775
Dec 2021	SECamb	Darent Valley Hospital	22.4	65.8%	474	74	249.9	2978
Dec 2021	SECamb	Maidstone Hospital	16.4	47.0%	89	1	97.6	1355
Dec 2021	SECamb	Medway Maritime Hospital	22.5	47.4%	562	228	239.6	3170
Dec 2021	SECamb	Tunbridge Wells Hospital	20.5	59.6%	324	43	113.9	2073
Dec 2021	SECamb	William Harvey Hospital	19.9	55.7%	441	46	156.6	2806

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**

