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19<sup>th</sup> August 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 220813.

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

**Under the Freedom of Information Act, could you provide me with a database extract for the period from April 1, 2022 to July 31, 2022 with data for every ambulance handover, containing columns for:**

- **A&E department where handover took place**
- **date or month of handover**
- **notification time or time ambulance arrived at A&E**
- **time handover took place/handover time/turnaround time**
- **level of call the ambulance was on (e.g. Category 1 etc.).**

Please see the attached Data spreadsheet.

- Date range (arrival at hospital): 01/04/22 - 31/07/22
- Month = Month of arrival at hospital
- HandoverDuration = Time from arrival at hospital to time handover recorded
- TurnaroundDuration = Time from arrival at hospital to time clear
- Priority = Incident priority. HCP relates to an incident deemed suitable to wait up to 4 hours that was arranged by a healthcare professional.
- The recording of a handover time is a manual process so not every transport will have a handover time.
- Please note that a category of a call relates to how the call was triaged at the time of the 999 call and is not a direct indication of a patient's condition on arrival 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**