



Trust Headquarters
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West Sussex
RH10 9BG

Internal Ref:

Email:

Dear

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

The Trust is in receipt of your Freedom of Information Act 2000 (FOIA) request, thank you. This request has been assigned the internal reference quoted above; please ensure that you quote this number in any future correspondence.

FOI Request

You asked us:

The length of time (in minutes) every ambulance in your trust spent waiting outside of hospital A&E before they could hand over patients. I would like the data from the last 12 months, broken down by month if possible.

Formal Response

The Trust confirms it holds the information you requested.

The information is provided in the attached workbook document:
FOI 250514 - Hospital Handovers

Please note that patient handovers occur inside hospital premises. Crews will ordinarily await completion of handover after transferring the patient to an area within the emergency department, rather than waiting outside in the emergency vehicle.

Next steps

We hope you find the information provided to be of some assistance.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address:
FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.



Should you remain dissatisfied then you can contact the [Information Commissioner's Office](https://www.ico.org.uk/foicomplaints) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

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