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30th January 2026
Internal Ref: 260104
Email:

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

This is an updated request using the FOIA in relation to hand over times at hospitals.

1. For each December in 2021, 2022, 2023, 2024 and 2025 - what were the average handover times broken down by individual hospitals Kent, Sussex and Surrey?
2. What percentage of the handovers exceeded the 15 minute SLA; by individual hospital?
3. What was the longest handover time experienced at each of the hospitals?

If the information has already been released, please can you redact the information and send it to me please?



Formal Response

1. For each December in 2021, 2022, 2023, 2024 and 2025 - what were the average handover times broken down by individual hospitals Kent, Sussex and Surrey?

2. What percentage of the handovers exceeded the 15 minute SLA; by individual hospital?

3. What was the longest handover time experienced at each of the hospitals?

If the information has already been released, please can you redact the information and send it to me please?

Date Range: 01/12/-31/12/2021/22/23/24/25

AvgHandoverDuration - The Average time for a Handover at Hospital

LongestHandoverDuration - The Longest time for a Handover at Hospital

% of Handovers Over 15 - The percentage of total Handovers that breached the 15 minute Service Level Agreement (SLA)

Hospita lName - The name of the relevant Hospital

Note:

Time of Handover is dependent upon a manual button press at Hospitals upon arrival and therefore there is some room for manual error and not all Handovers may be recorded.

YYYYMM	Avg Handover Duration	Longest Handover Duration	% of Handovers Over 15	Hospital Name
202112	00:15:39	00:56:31	37.8%	Kent And Canterbury Hospital
202112	00:16:23	01:37:35	47.0%	Maidstone Hospital
202112	00:17:06	02:44:03	42.3%	Worthing Hospital
202112	00:17:41	01:13:47	58.6%	Epsom Hospital
202112	00:18:38	01:36:00	61.3%	Conquest Hospital
202112	00:19:09	01:57:31	55.0%	Royal Surrey County Hospital
202112	00:19:55	02:36:35	55.7%	William Harvey Hospital
202112	00:20:05	02:11:26	66.4%	St Peters Hospital
202112	00:20:30	01:53:53	59.7%	Tunbridge Wells Hospital
202112	00:20:47	01:55:38	70.7%	Frimley Park Hospital
202112	00:20:53	02:35:27	60.7%	Princess Royal Hospital
202112	00:21:02	05:20:11	46.5%	St Richards Hospital



202112	00:21:12	03:11:13	53.0%	Eastbourne DGH
202112	00:21:56	04:09:55	66.2%	Darent Valley Hospital
202112	00:22:31	03:59:37	47.5%	Medway Maritime Hospital
202112	00:23:05	04:31:53	72.9%	Queen Elizabeth Queen Mother Hospital
202112	00:23:08	02:13:00	74.3%	East Surrey Hospital
202112	00:27:34	03:56:20	73.9%	Royal Sussex County Hospital
202212	00:15:14	00:51:55	41.2%	Kent And Canterbury Hospital
202212	00:17:31	03:48:31	47.0%	Medway Maritime Hospital
202212	00:20:07	01:58:00	62.7%	Maidstone Hospital
202212	00:21:09	02:13:37	62.9%	Tunbridge Wells Hospital
202212	00:21:13	02:55:05	70.3%	Darent Valley Hospital
202212	00:22:36	03:15:37	66.7%	Royal Surrey County Hospital
202212	00:24:46	02:08:29	71.0%	Conquest Hospital
202212	00:25:00	02:05:04	80.5%	St Peters Hospital
202212	00:26:01	02:26:21	76.3%	William Harvey Hospital
202212	00:26:05	05:09:16	57.1%	Worthing Hospital
202212	00:26:12	02:40:42	83.5%	Frimley Park Hospital
202212	00:27:13	04:09:46	84.1%	Queen Elizabeth Queen Mother Hospital
202212	00:27:48	02:59:00	68.1%	Eastbourne DGH
202212	00:28:24	02:49:23	79.1%	Epsom Hospital
202212	00:28:34	02:28:40	76.3%	Princess Royal Hospital
202212	00:31:01	04:36:35	57.5%	St Richards Hospital
202212	00:33:12	04:40:05	85.4%	East Surrey Hospital
202212	00:38:10	04:35:12	86.3%	Royal Sussex County Hospital
202312	00:14:40	01:53:29	35.5%	Medway Maritime Hospital
202312	00:15:27	01:29:20	32.2%	Kent And Canterbury Hospital
202312	00:15:28	01:02:06	41.3%	Maidstone Hospital
202312	00:16:44	01:23:06	46.9%	William Harvey Hospital
202312	00:18:08	02:08:07	55.6%	Tunbridge Wells Hospital
202312	00:18:13	02:24:17	52.2%	Eastbourne DGH



202312	00:18:26	00:58:35	62.3%	Darent Valley Hospital
202312	00:18:53	01:23:02	61.8%	St Peters Hospital
202312	00:18:55	04:31:15	33.4%	St Richards Hospital
202312	00:19:04	01:22:39	60.6%	Royal Surrey County Hospital
202312	00:19:11	01:47:58	47.2%	Princess Royal Hospital
202312	00:19:21	02:11:17	55.2%	East Surrey Hospital
202312	00:19:23	01:16:45	65.1%	Epsom Hospital
202312	00:19:24	04:19:47	35.6%	Worthing Hospital
202312	00:19:28	01:37:05	57.7%	Conquest Hospital
202312	00:20:31	01:29:16	70.2%	Queen Elizabeth Queen Mother Hospital
202312	00:21:14	02:24:19	70.6%	Frimley Park Hospital
202312	00:34:34	03:02:10	78.4%	Royal Sussex County Hospital
202412	00:14:20	00:49:17	31.4%	Kent And Canterbury Hospital
202412	00:14:23	01:22:12	35.6%	Medway Maritime Hospital
202412	00:16:36	01:11:50	47.2%	Maidstone Hospital
202412	00:17:26	02:04:15	37.6%	Worthing Hospital
202412	00:17:34	02:26:46	50.9%	William Harvey Hospital
202412	00:17:53	01:37:40	54.1%	Darent Valley Hospital
202412	00:17:53	01:17:05	51.3%	Tunbridge Wells Hospital
202412	00:18:02	02:18:20	40.3%	St Richards Hospital
202412	00:18:40	01:03:22	62.3%	Royal Surrey County Hospital
202412	00:20:54	01:43:17	68.8%	Queen Elizabeth Queen Mother Hospital
202412	00:20:54	02:12:20	61.0%	Conquest Hospital
202412	00:20:59	01:56:21	71.3%	Epsom Hospital
202412	00:22:39	01:52:02	65.5%	East Surrey Hospital
202412	00:22:48	02:32:34	64.4%	Eastbourne DGH
202412	00:23:10	02:29:14	75.5%	Frimley Park Hospital
202412	00:24:58	02:10:58	69.3%	St Peters Hospital
202412	00:26:14	02:57:49	63.9%	Princess Royal Hospital
202412	00:32:57	02:54:16	77.4%	Royal Sussex County Hospital
202512	00:13:48	01:41:50	29.4%	St Richards Hospital



202512	00:13:57	01:35:38	33.8%	Medway Maritime Hospital
202512	00:14:32	02:31:57	37.3%	William Harvey Hospital
202512	00:15:09	01:02:27	38.1%	Kent And Canterbury Hospital
202512	00:15:28	00:56:31	43.1%	Maidstone Hospital
202512	00:16:06	01:23:06	45.2%	Conquest Hospital
202512	00:16:44	01:36:08	45.2%	Darent Valley Hospital
202512	00:17:34	01:24:03	54.6%	Queen Elizabeth Queen Mother Hospital
202512	00:17:50	01:45:57	56.3%	Royal Surrey County Hospital
202512	00:18:14	01:43:31	36.5%	Worthing Hospital
202512	00:18:22	01:32:40	58.5%	Eastbourne DGH
202512	00:19:14	01:50:39	57.0%	Tunbridge Wells Hospital
202512	00:19:31	01:31:54	64.1%	Frimley Park Hospital
202512	00:22:06	01:20:42	79.2%	Epsom Hospital
202512	00:22:21	01:40:58	68.8%	East Surrey Hospital
202512	00:23:06	02:10:58	57.1%	Princess Royal Hospital
202512	00:23:49	01:56:47	70.6%	St Peters Hospital
202512	00:24:06	01:47:41	65.1%	Royal Sussex County Hospital

Next steps

Please note you will be able to source a lot of information which is made available on our website.

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](#) (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**



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