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11th February 2026  
Internal Ref: 260121  
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 & Formal Response**

**Summary data for each month from October 2022 to the latest month available showing:**

**(a) The number of handover delays each month broken down by hourly delay bracket and by hospital, i.e. delays taking > 1 hour, > 2 hours, etc. on up to >36 hours or the highest bracket available.**

**(b) The number of delays in (a) as a percentage of the overall number of handovers in that hospital that month. (Note: If this requires too much work, please just supply the number of handovers per hospital per month so I can calculate the percentage myself).**

**As an example, here is a mocked up table of the sort of data I'm seeking:**



Month	Hospital	Delay bracket (hours)	Number of delays	As percentage of overall handovers that month
Oct 2023	X hospital	> 1 hour	956	X%
Oct 2023	X hospital	> 2 hours	435	Y%
...	...	...	...	...
Oct 2023	X hospital	>36 hours	7	Z%
Oct 2023	Y hospital	> 1 hour	871	A%
Oct 2023	Y hospital	> 2 hours	422	B%
Oct 2023	...	...	...	...
Oct 2023	Y hospital	>36 hours	3	C%

**Notes: If a breakdown by hospital is not available, please just provide a monthly breakdown of all handover delays in the service by hourly bracket.**

**Please provide the data in a machine-readable, spreadsheet format.**

Please see the attached Excel Spreadsheet

### 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](mailto: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



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outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://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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