40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

Tel: 0300 123 0999
Email:foi@secamb.nhs.uk

10th February 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/01/13.

You requested the following information:

1. Please tell me how many ambulances had to queue outside hospital A&E units for more than an hour in a) 2014 and b) 2013.

2. Please tell me how many ambulances had to queue outside hospital A&E units for more than two hours in a) 2014 and b) 2013.

I'm sorry but I am unable to provide all of the information you are requesting as South East Coast Ambulance Service NHS Foundation Trust (SECAmb) does not hold complete data sets for the period requested for 'handover' times which record the time the ambulance arrives at hospital to the time the ambulance staff hand over the patient to A & E staff.

We only hold robust data on handover times from April 2013 when financial penalties were introduced for hospitals breaching the 30 minutes and 60 minute handover times. Prior to this we only monitored ambulance turnaround times (arrival to clear for next job).

I would like to stress that the NHS as a whole was extremely busy over the winter months and we have been working closely with our colleagues in the acute sector to ensure patients are handed over as swiftly as possible.

However to assist with your enquiry please see attached our spreadsheet showing the number of patients transported to each hospital in our region for the period for the financial year 2013/2014 and from April 2014 to December 2014 inclusive. The document shows the number of patients handed over to each hospital, the total number of recorded patient handovers and the number of patients waiting longer than 60 minutes and longer than 120 minutes. I have to make you aware that this data is unvalidated and has not been agreed with the hospitals.

3. Please tell me the longest wait for an ambulance outside A&E in a) 2014 and b) 2013, and for each please state the name of the hospital the ambulance waited outside.

We can only provide this information from April 2013 onwards.

The longest handover delay between 1st April 2013 and 31st March 2014 was 4 hours 15 minutes and took place at Conquest Hospital, Hastings.

The longest handover delay between 1st April 2014 and 31st December 2014 was 3 hours and 28 minutes and took place at Medway Hospital, Gillingham.

4. Please tell me on how many occasions the response time for Red 1 calls exceeded 30 minutes in a) 2014 and b) 2013.

2013- 4
2014- 14

Please see the table below for the numbers of Red1 and Red 2 calls Secamb responded to in 2013 and 2014. You should also be aware regarding the data below, that the category of call reported to the Department of Health is the category at the time the resource arrives at the scene. Consequently an incident ending as a R2 may have started as a G2 30min response or say an HCP 240min response, but if the patient's condition deteriorates then the incident may be upgraded and reported as a R2.

Year	R1 responses	R2 responses	R1 &R2 Responses
2013	5,703	258,100	263,803
2014	11,365	262,210	271,575

5. Please tell me on how many occasions the response time for Red 1 calls exceeded one hour in a) 2014 and b) 2013.

2013 - 0
2014 – 0

6. Please tell me the longest response time for a Red 1 call in a) 2014 and b) 2013 and if possible, provide a reason.

The longest response time for a Red 1 call in 2013 was 37 minutes and 22 seconds. The delay in arrival was due to adverse weather conditions.

The longest response time for a Red 1 call in 2014 was 57 minutes and 10 seconds. The delay in arrival was due to the area not being covered, high demand for ambulances in other areas.

You should also be aware regarding the information above, that the category of call reported to the Department of Health is the category at the time the resource arrives at the scene. Consequently an incident ending as a R2 may have started as a G2 30min response or say an HCP 240min

response, but if the patient's condition deteriorates then the incident may be upgraded and reported as a R2.

7. Please tell me on how many occasions the response time for Red 2 calls exceeded 30 minutes in a) 2014 and b) 2013.

2013- 1,278
2014 – 1,023

8. Please tell me on how many occasions the response time for Red 2 calls exceeded one hour in a) 2014 and b) 2013.

2013- 62
2014 - 28

9. Please provide the longest response time for a Red 2 call in a) 2014 and b) 2013 and if possible provide a reason.

The longest response time for a Red 2 call in 2014 was 2 hours 13 minutes. The delay in arrival was due to high demand for ambulances in the area.

The longest response time for a Red 2 call in 2013 was 2 hours 19 minutes. The delay in arrival was due to high demand for ambulances in the area.

You should also be aware regarding the information above, that the category of call reported to the Department of Health is the category at the time the resource arrives at the scene. Consequently an incident ending as a R2 may have started as a G2 30min response or say an HCP 240min response, but if the patient's condition deteriorates then the incident may be upgraded and reported as a R2.

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECAmb) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust
40-42 Friars Walk
Lewes
East Sussex
BN7 2XW
Email:complaints@secamb.nhs.uk

Should you remain unhappy with the outcome of any such internal review , you may request a decision from the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

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

Your service,
your call