

From: [REDACTED]

Sent: 05 December 2014 11:27

To: [REDACTED]

Subject: Immediate Handover

Importance: High

Message from [REDACTED] Director of Commercial Services

Dear Colleagues

I am writing to inform you that SECamb will be implementing an immediate handover procedure (attached for your information) from 8th December 2014 to ensure patient safety and care is maintained and that we can deliver an effective service to the population we serve, especially the cases that are awaiting a response which is delayed due to handover pressures.

This approach is based on the procedure that is already undertaken by LAS and SWAST in relation to managing clinical need and patient experience during periods of system pressure.

As you are aware, the system is currently experiencing pressure and this is resulting in handover delays for patient care and SECamb has experienced a 36% increase in the year to date regarding hospital handover delays in excess of 30 minutes. Within this increase we have three Acute Trusts whose performance regularly has handover delays, namely

- BSUH increase in hours loss of 565 over the same period last year which equates to a 23% increase year to date
- Medway increase in hours loss of 360 over the same period last year which equates to a 21% increase year to date
- ASPH increase in hours loss of 551 over the same period last year which equates to a 63% increase year to date

The above increase in lost hours also equates to a total impact of circa 2% on our response performance for Red 2 and this is now having a detrimental impact on our ability to deliver a safe service to the patients we serve.

To help us mitigate the impact of the above, we will implementing an immediate handover approach within SECamb that will mean that we handover patients to

hospital colleagues following a period of two of our vehicles waiting in excess of 45 minutes to handover care. The decision in to invoke the immediate handover procedure will be undertaken by our Gold commander following a briefing from Silver officer within the Trust. This decision will be communicated to you.

I am happy to follow up with you

Best wishes

[REDACTED]

[REDACTED]

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