



40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

Tel: 0300 123 0999  
Email: [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

21st January 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/12/06.

You requested the following information:

**What were the average handover times by individual hospitals that you work with in Kent, Sussex and Surrey; for the following financial years 2013-14, 2014-15 and 2015-to date?**

Please see the attached spreadsheet titled 'Average Handover Times' which shows this information for the requested years.

**What was the longest handover time experienced by individual hospital for the financial years above?**

Please see the attached spreadsheet titled 'Longest Handover Times' which shows the longest handover time at each individual hospital in our area for each of the requested years. I have to make you aware that this data is unvalidated and has not been agreed with the hospitals however we have checked our data thoroughly to ensure that there are no recording errors. I would advise that some of the longest delays relate to the transfer of patients between hospitals including neonatal transfers.

**What percentage of the handovers exceeded the 15 minute SLA; by individual hospital, for the financial years above?**

Please see the attached spreadsheet titled 'Handovers over 15 minutes' with tabs for each financial year.

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](mailto: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