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11th February 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/01/20.

You requested the following information:

**1) The number of patient handovers to hospital staff each year in hospitals in the area you cover over the past 3 financial years – including 2015-16 up to the present date?**

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

Delays at hospitals do have an impact on our service. We work hard across our region to ensure that those patients who call 999 but don't need emergency hospital treatment are dealt with outside of A&E departments. This may be by providing advice over the phone, ambulance crews treating patients at the scene of a call without the need for hospital treatment or referring a patient to an alternative clinical pathway.

Please see the attached spreadsheets showing the total number of handovers for each hospital in our area for the financial years 2013/2014, 2014/2015 and from April to December 2015.

Please note that there is a column for handovers and one for recorded patient handovers. This is because not all handovers are recorded in the A & E department due to patients being taken to directly to other wards or specialist departments/ units within the hospital.

**2) The number of occasions where handover has taken between 15 minutes and 30 minutes?**

The attached spreadsheets show the number of patients waiting more than 15 minutes, more than 30 minutes and more than 60 minutes to be handed over to hospital staff. The figure for those patients waiting longer than 30 minutes will be included in the greater than 15 minutes figure.

**3) The number of occasions where handover has taken between 30 minutes and 1 hour?**

Please see the attached spreadsheet. The figure for those patients waiting longer than 60 minutes will be included in the greater than 30 minutes figure.

**4) The number of occasions where handover has taken more than one hour?**

Please see the attached spreadsheet.

**5) And details of any incidents which have exceeded 1 hour.**

I regret to advise that we cannot provide any further information as requested on the grounds of the exemption contained within s.12 of the FOIA. To retrieve and provide this information would exceed the appropriate limit of 18 hours as set down in the guidance on the application of the Freedom of Information and Data Protection (Appropriate Limit and Fees).

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