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16th February 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/01/22.

You requested the following information:

**Under the Freedom of Information Act, could you provide me with a database extract for 2013 and for August 2015 to December 2015, with data for every ambulance handover, containing columns for A&E department where handover took place, date or month, notification time or time ambulance arrived at A&E, time handover took place or handover time, what level of call the ambulance was on (e.g. Red 1 etc.).**

**Otherwise, please could you provide the following information:**

- The total number of ambulance handovers for each month for 2013 and for August 2015 to December 2015, broken down by hospital**
- The number of ambulance handovers that took 15 minutes or less for each month 2013 and for August 2015 to December 2015, broken down by hospital**
- The number of ambulance handovers delayed by more than 30 minutes for each month 2013 and for August 2015 to December 2015, broken down by hospital**
- The number of ambulance handovers delayed by more than 60 minutes for each month 2013 and for August 2015 to December 2015, broken down by hospital**

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.

We do not routinely report handover by category as the category is used to determine how we respond to an incident which may not turn out to be the same as what the crew find when they arrive.

Please see the attached spreadsheets showing the total number of handovers for each hospital in our area from January 2013 to December 2013 and August 2015 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.

The spreadsheets also show the number of patients waiting less 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 60 minutes will be included in the greater than 30 minutes figure.

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

