



40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

Tel: 0300 123 0999

Email: foi@secamb.nhs.uk

20th April 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/03/21.

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 period from 1st December 2015 to 29th February 2016?

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 period from 1st December 2015 to 29th February 2016?

Please see the attached spreadsheet titled 'Longest Handover Times' which shows the longest handover time at each individual hospital in our area for the requested period of time. 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.

Please note that 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.

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' for the requested period.

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