



40-42 Friars Walk
Lewes
East Sussex
BN7 2XW

Tel: 0300 123 0999

Email: foi@secamb.nhs.uk

27th May 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/04/02.

You requested the following information:

I am requesting the following information for a) 2013/14, b) 2014/15, and c) in each month and in total in 2015/16.

1) In your Trust, how many patients were taken by ambulance to acute hospitals?

We do not hold this information. We can only provide the number of ambulances that contained patient(s) that went to hospital. Please see the number of patient handovers on the attached spreadsheets for each year.

2) How many patients were handed over to hospital staff within the national standard of 15 minutes?

Please see this information on the attached spreadsheets. The attached spreadsheets show information on the main 18 A & E hospitals within our commissioned area.

Handover delay data requires a manual button push. Only approximately 80% of all hospital journeys have a button push (by either the ambulance crew, the hospital or both). This means 20% of the journeys do not have the handover times recorded and are not represented. This ranges from 50% for the least compliant hospital to 95% for the most compliant.

Please note that not all handovers are recorded in the A & E department due to patients being taken to direct to wards or specialist departments.

The Trust normally reports hospital turn-around delays as a proxy for the handover pressures it is facing. This is based on automatic vehicle location data for arrival to when the crew book clear for the next job (and therefore is more accurate and 100% complete). This data however includes both

the hospital handover time and the time it takes the ambulance crew to clear (e.g, clean up the ambulance).

Please note the information below has been provided for handover delays in response to questions 2 to 7.

3) What was the number of delayed handovers:

- **Between 15 minutes and 30 minutes?**
- **Exceeding 30 minutes?**
- **Exceeding 60 minutes?**
- **Exceeding 120 minutes?**

Please see the attached spreadsheets showing the requested information in the columns marked >15 minutes,>30 minutes, >60 minutes and >120 minutes. Please note that to find the numbers of handover delays between 15 and 30 minutes you will have to subtract the > than 30 minutes column from the >than 15 minutes column.

4) What was the longest handover time?

Please see the attached spreadsheet which shows the longest handover times for the financial years 2013/2014, 2014/2015 and 2015/2016.

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.

5) What was the average (mean) handover time for handovers exceeding the 15 minute national standard?

Please see attached spreadsheets showing the mean handover time for handovers exceeding the 15 minute national standard.

6) What was the total number of hours lost due to ambulance handover delays exceeding the 15 minute national standard?

Please see the column titled Hrs Lost >15Mins, Hospital Arrival to Handover on the attached spreadsheets.

7) What is the estimated financial cost of an hour lost due to a handover delay?

There is no definitive 'cost'. However we estimate it to be in the range of £60-£150 due to the skill mix of the staff associated with each vehicle and also taking into account additional resource hours to replace each lost hour.

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