



40/42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

[foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

31st August 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/08/09.

You requested the following information:

**Please could you send me all correspondence to and from your Chief Executive to other NHS officials during 2015/16 and 2016/17 relating to the issue of ambulance handovers.**

We do not hold any letters sent from our Chief Executive in connection with the issue of ambulance handovers at hospitals.

Our Chief Executive is in regular contact with all acute hospitals in our area in connection with the issue of handover delays. This may be in the form of telephone calls which are not recorded and by email.

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 the information would necessitate manually searching the whole mailbox of our CEO for all emails in connection with handover delays as they may not all be identified by searching the subject 'handover delays'. This 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 am sorry that I cannot be more helpful on this occasion.

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