



40/42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

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

26th August 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/08/10.

You requested the following information:

**I wanted to get information about how often ambulances have to wait at hospital before formal handover of patients takes place, under the FOI.**

**The figures I am seeking are:**

**Longest handover delay in 2015/16 (with month of delay, and name of hospital).**

**Total number of handover above 30 minutes 2015/16  
Number of handovers taking 30 - 60 minutes 2015/16  
Number of handovers taking 1-2 hours 2015/16  
Number of handovers taking 2 - 4 hours 2015/16  
Number of handovers taking 4- 6 hours 2015/16  
Number of handovers taking 6- 10 hours 2015/16  
Number of handovers of more than 10 hours 2015/16**

**I am seeking these same figures, with the same breakdown for 2014/15 and 2013/14, including longest handover delay (with month of delay, and name of hospital)**

**Also seeking details of the longest handover so far in 2016/17 (with month of delay, and name of hospital).**

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

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

Please see this information on the attached spreadsheets which show figures on the main 18 A & E hospitals within our commissioned area and report as per the timeframes within our Handover Delay Report database.

**I am seeking these same figures, with the same breakdown for 2014/15 and 2013/14, including longest handover delay (with month of delay, and name of hospital)**

**Also seeking details of the longest handover so far in 2016/17 (with month of delay, and name of hospital).**

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

I have to make you aware that this data is has not been validated and agreed with the hospitals. However we have checked our data thoroughly to ensure that there are no recording errors. We have provided the month for the longest delays for the period from April to July 2016. I regret to advise that we cannot provide this information for the previous years on the grounds of the exemption contained within s.12 of the FOIA. To retrieve the information would necessitate manually searching each individual record relating to longest handover times. 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 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