



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

29th September 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)

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

Please find attached data for the 18 main hospitals in SECamb's commissioned area, however 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 the information on the attached spreadsheet which show the number of handovers within the times as mentioned in your request. This information is based on the total number patient handovers which took place at the 18 main A & E hospitals within SECAMB's commissioned area.

Please see the table below which shows the longest handover delays for each financial year.

Financial Year	Handover delay	Hospital	Month
2013/2014	7 hrs 13 mins	Medway	Nov 2013
2014/2015	4 hrs 18 mins	Worthing	Feb 2015
2015/2016	4 hrs 32 mins	William Harvey	Jan 2016
2016 to July 2016 (inc)	4 hrs 35 mins	Royal Surrey County	April 2016

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