



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

5th September 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/08/20.

You requested the following information:

Please can I request the following information under the Freedom of Information Act:

Please tell me for each of the financial years a) 2013/14 b) 2014/15 c) 2015/16 d) 2016/17 to date how many 'delayed handovers' (of patients from the care of ambulance crews to the care of hospitals) there have been of:

- 1) over 15 minutes**
- 2) over one hour**
- 3) over two hours**
- 4) over three hours**

Handover delay data requires a manual button push. Only approximately 80% of all hospital journeys have a button push in A&E department, (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. 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 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 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.

For each of the same financial years please tell me the longest wait for a handover, the month of the year this occurred in and the hospital it occurred at. Please also tell me the condition of the patient (e.g. broken leg).

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 unvalidated and has not been agreed with the hospitals however we have checked our data thoroughly to ensure that there are no recording errors. We have provided the month and the problem nature indicating the patient's condition for the longest delays for the period from April to July 2016. I would like to stress that these details are based on the information provided by the caller during triage of the 999 call which may prove different to what our crews find when they reach the patient. 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

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