



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

23rd September 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/09/06.

You requested the following information:

I write under the terms of the Freedom of Information Act 2000 to request the following information:

1) Could you please provide me with the number of Ambulance Queues (the number of handover delays of longer than 30 minutes – from Ambulance to Accident and Emergency) in a) 2013/14 b) 2014/15 c) 2015/16 for the area that you cover.

2) Could you please provide me with the number of Ambulance Queues (the number of handover delays of longer than 1 hour – from Ambulance to Accident and Emergency) in a) 2013/14 b) 2014/15 c) 2015/16 for the area that you cover.

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.

I would like to stress that the NHS as a whole has been extremely busy over recent months and we have been working closely with our colleagues in the acute sector to ensure patients are handed over as swiftly as possible.

Delays at hospitals do have an impact on our service. We work hard across our region to ensure that those patients who call 999 but don't need emergency hospital treatment are dealt with outside of A&E departments. This may be by providing advice over the phone, ambulance crews treating patients at the scene of a call without the need for hospital treatment or referring a patient to an alternative clinical pathway.

Please see the attached spreadsheets which show the number of occasions where a patient has waited longer than 30 minutes and for longer than 60 minutes to be handed over to hospital staff.

The figure for those patients waiting longer than 60 minutes will be included in the greater than 30 minutes figure.

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