



40/42 Friars Walk
Lewes
East Sussex
BN7 2XW

foi@secamb.nhs.uk

26th September 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/09/26.

You requested the following information:

According to a recent House of Commons research briefing NHS England still requests that NHSTrusts collect data on ambulances queueing although it does not now publish this information.

<http://researchbriefings.files.parliament.uk/documents/SN07057/SN07057.pdf>

Therefore, under the Freedom of Information Act (2000) I would like to request the following information:

Does your Trust still record the number of ambulances queueing outside A&E?

Yes.

Could you tell me the number of ambulances queueing outside A&E between the period March 2015- August 2016, broken down by month?

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 up to 15 minutes, longer than 15, 30, 60 and 120 minutes to be handed over to hospital staff. The figure for those patients waiting longer than 30 minutes will be included in the greater than 15 minutes figures and so on.

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