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3<sup>rd</sup> February 2017

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/01/18.

You requested the following information:

**Please can you provide me with AE ambulance turnaround times ie the time between the ambulance arriving at a hospital and leaving.**

**Can provide me with the number of attends that were less than 1 hour, 1-2hour, 2-3hour, 3-4hour, 4-5hour, 5-6hour and 6hour+ for both:**

- \* the month of December and**
- \* Monday Jan 9th**

The information below has been taken from our weekly ambulance turnaround charter and relates to the time the ambulance reaches hospital until the time it leaves and the crew are ready to respond to another emergency.

Please see the table below which shows the number of times where ambulances have had to wait for the time periods as indicated before handing over patients for the month of December:

Dec 2016	Less than 60 mins	1-2 hours	2-3 hours	3-4 hours	4-5 hours	5-6 hours	6+ hours
Total	36,835	3,891	315	45	5	2	1

Please see the table below which shows the number of times where ambulances have had to wait for the time periods as indicated before handing over patients for Monday 9<sup>th</sup> January 2017.

<b>9<sup>th</sup> January 2017</b>	<b>Less than 60 mins</b>	<b>1-2 hours</b>	<b>2-3 hours</b>	<b>3-4 hours</b>	<b>4-5 hours</b>	<b>5-6 hours</b>	<b>6+ hours</b>
<b>Total</b>	1,005	207	34	3	1	1	1

**Can you also provide me with the longest wait in hours plus the name of that hospital during both of those time periods.**

For the month of December 2016 the longest wait was 6 hours and took place at William Harvey Hospital, Ashford, Kent.

For Monday 9<sup>th</sup> January 2017 the longest wait was 7 hours 12 minutes and took place at East Surrey Hospital, Redhill, Surrey. This wait does not relate to one individual patient's wait as the crew that had transported the patient to hospital were cohorting other patients at the hospital.

I hope you find this information useful.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Information Governance Manager via the following email address:

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

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust

