



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 24th November 2017

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/06/26.

You requested the following information, please also see our response below:

This is an updated request in relation to hand over times.

What were the average handover times by individual hospitals that you work with in Kent, Sussex and Surrey; for the following financial years 2013-14, 2014-15, 2015-16 and 2016-17?

What percentage of the handovers exceeded the 15 minute SLA; by individual hospital, for the financial years above?

What was the longest handover time experienced by individual hospital for the financial years above?

Please see tables below:

Please note these times have been calculated from hospital arrival times to handover times and therefore only capture data from conveyances where a handover button was pressed

2013-2014

Hospitals (Kent, Sussex & Surrey)	Average handover (h:mm:ss)	% of handovers > 15mins	Longest handover (h:mm:ss)
Conquest Hospital	0:18:28	42.89%	4:15:09
Darent Valley Hospital	0:16:42	31.47%	4:09:20
East Surrey	0:15:43	35.47%	1:27:35
Eastbourne DGH	0:22:03	53.00%	4:43:07
Epsom General Hospital	0:14:47	33.39%	4:34:57
Frimley Park Hospital	0:15:41	40.67%	4:33:43
Kent and Canterbury Hospital	0:12:24	17.97%	1:22:06

Maidstone Hospital	0:11:46	15.58%	4:57:01
Medway Hospital	0:19:02	38.21%	1:57:56
Princess Royal	0:16:30	33.42%	2:34:35
Queen Elizabeth The Queen Mother Hospital	0:12:37	17.50%	3:26:57
Royal Surrey County Hospital	0:16:40	34.10%	3:07:33
Royal Sussex County	0:21:51	54.48%	5:32:51
St Helier Hospital	0:17:27	24.67%	7:13:31
St Peters Hospital, Chertsey	0:14:03	23.55%	3:59:15
St Richards	0:15:45	35.17%	4:14:45
Tunbridge Wells Hosp	0:12:37	17.89%	4:24:17
William Harvey Hospital (Ashford)	0:13:39	21.75%	2:10:31
Worthing	0:16:54	42.63%	3:55:50

2014-2015

Hospitals (Kent, Sussex & Surrey)	Average handover (h:mm:ss)	% of handovers > 15mins	Longest handover (h:mm:ss)
Conquest Hospital	0:19:51	43.44%	2:55:09
Darent Valley Hospital	0:19:23	39.41%	2:20:08
East Surrey	0:17:48	41.10%	1:42:02
Eastbourne DGH	0:22:45	35.27%	2:56:48
Epsom General Hospital	0:15:37	38.65%	3:11:55
Frimley Park Hospital	0:17:31	48.55%	3:11:16
Kent and Canterbury Hospital	0:15:01	29.50%	2:36:52
Maidstone Hospital	0:13:16	20.21%	3:32:29
Medway Hospital	0:20:29	53.07%	2:14:38
Princess Royal	0:19:54	39.14%	5:11:30
Queen Elizabeth The Queen Mother Hospital	0:14:42	27.42%	4:10:36
Royal Surrey County Hospital	0:20:58	42.70%	4:18:01
Royal Sussex County	0:24:41	58.70%	4:04:25
St Helier Hospital	0:19:24	23.43%	3:42:19
St Peters Hospital, Chertsey	0:16:19	28.74%	3:17:00
St Richards	0:17:02	39.98%	1:18:05
Tunbridge Wells Hosp	0:13:48	24.99%	3:18:18
William Harvey Hospital (Ashford)	0:16:36	35.62%	2:20:29
Worthing	0:17:55	45.34%	3:25:11

2015-2016

Hospitals (Kent, Sussex & Surrey)	Average handover (h:mm:ss)	% of handovers > 15mins	Longest handover (h:mm:ss)
Conquest Hospital	0:21:17	44.47%	4:12:02
Darent Valley Hospital	0:22:45	45.22%	2:14:09
East Surrey	0:21:13	50.30%	1:44:59
Eastbourne DGH	0:23:36	32.11%	3:36:10
Epsom General Hospital	0:18:04	48.42%	3:20:13
Frimley Park Hospital	0:18:49	52.29%	3:35:13
Kent and Canterbury Hospital	0:18:02	42.70%	2:48:50
Maidstone Hospital	0:12:56	22.65%	4:51:16
Medway Hospital	0:19:06	48.30%	4:47:06
Princess Royal	0:18:40	39.95%	3:49:07
Queen Elizabeth The Queen Mother Hospital	0:17:32	38.28%	3:01:45
Royal Surrey County Hospital	0:23:54	45.64%	2:59:02
Royal Sussex County	0:22:11	53.40%	3:54:47
St Helier Hospital	0:20:47	13.40%	4:35:45
St Peters Hospital, Chertsey	0:16:53	29.72%	4:16:33
St Richards	0:19:01	45.59%	2:11:52
Tunbridge Wells Hosp	0:15:26	32.86%	5:58:41
William Harvey Hospital (Ashford)	0:20:09	45.00%	3:45:34
Worthing	0:19:58	13.15:51	3:55:25

2016-2017

Hospitals (Kent, Sussex & Surrey)	Average handover (h:mm:ss)	% of handovers > 15mins	Longest handover (h:mm:ss)
Conquest Hospital	0:23:46	42.14%	4:02:04
Darent Valley Hospital	0:25:16	52.81%	1:57:49
East Surrey	0:20:05	50.22%	1:58:41
Eastbourne DGH	0:27:44	38.69%	3:39:55
Epsom General Hospital	0:20:13	54.02%	3:38:15
Frimley Park Hospital	0:20:56	55.34%	4:36:12
Kent and Canterbury Hospital	0:22:42	52.48%	2:51:54
Maidstone Hospital	0:13:57	27.28%	3:00:21
Medway Hospital	0:19:22	46.21%	5:20:40
Princess Royal	0:18:57	40.20%	3:10:50
Queen Elizabeth The Queen Mother Hospital	0:21:49	51.36%	2:43:00
Royal Surrey County Hospital	0:28:53	51.56%	3:07:12
Royal Sussex County	0:23:00	52.77%	3:40:27

St Helier Hospital	0:24:36	1.04%	3:53:13
St Peters Hospital, Chertsey	0:18:01	32.48%	3:42:26
St Richards	0:20:31	50.38%	2:06:31
Tunbridge Wells Hosp	0:17:26	40.51%	3:43:00
William Harvey Hospital (Ashford)	0:27:01	59.40%	4:24:24
Worthing	0:21:37	60.28%	4:31:59

2017-2018

This data is up to and including 31st October 2017

Hospitals (Kent, Sussex & Surrey)	Average handover (h:mm:ss)	% of handovers > 15mins	Longest handover (h:mm:ss)
Conquest Hospital	0:21:01	45.82%	2:11:42
Darent Valley Hospital	0:20:42	48.51%	1:14:22
East Surrey	0:23:01	58.87%	0:54:46
Eastbourne DGH	0:27:36	50.64%	3:26:51
Epsom General Hospital	0:22:26	58.71%	2:33:49
Frimley Park Hospital	0:18:53	52.47%	3:22:48
Kent and Canterbury Hospital	0:20:39	43.86%	2:41:10
Maidstone Hospital	0:14:50	34.19%	2:40:05
Medway Hospital	0:19:22	50.91%	4:07:59
Princess Royal	0:18:10	41.26%	2:57:34
Queen Elizabeth The Queen Mother Hospital	0:21:44	55.94%	2:02:45
Royal Surrey County Hospital	0:22:14	50.07%	3:25:35
Royal Sussex County	0:20:33	46.16%	3:19:38
St Helier Hospital	0:27:41	4.27%	2:51:31
St Peters Hospital, Chertsey	0:17:57	32.28%	3:21:51
St Richards	0:20:42	55.20%	3:34:25
Tunbridge Wells Hosp	0:19:45	47.40%	1:58:58
William Harvey Hospital (Ashford)	0:24:09	60.74%	2:59:32
Worthing	0:19:38	49.35%	3:04:28

I hope you find this information of some assistance.

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

Yours sincerely

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