South East Coast Ambulance Service NHS Foundation Trust

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

Date 6th 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/17/07/36.

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

1. Please could you provide a breakdown of the total number of hours lost to ambulance handover delays at each of the hospitals served by the Trust in each month for the past 24 months.
Please see tables below:

September – December 2015

Hospitals	Total Hours Lost = Handover over 30min (hh.h)			
	Sep	Oct	Nov	Dec
Conquest Hospital	196.4	257.5	237	283.4
Darent Valley Hospital	223.4	254.4	481.1	315.6
East Surrey	422.4	433.3	434.7	329.2
Eastbourne DGH	208.2	185	206.7	306.5
Epsom General Hospital	73.9	96.9	103.4	101.9
Frimley Park Hospital	223.1	227.1	221.2	234.5
Hillingdon Hospital	0	0	0	0
Kent & Sussex Hospital	1.3	1	0.3	0.2
Kent and Canterbury Hospital	74	66.4	53.4	76.9
Kingston Hospital	19.4	19	18.1	22.9
Maidstone Hospital	51.2	53.1	56.6	60
Mayday Hospital	2.2	1.5	1.2	3
Medway Hospital	222.6	259.5	238.1	218.3
Other/ Unallocated	93.5	83.3	107.6	86.1
Princess Royal	95.9	117.6	82	81.2
Princess Royal University Hospital	10.8	15	14.4	16.4
Queen Elizabeth The Queen Mother Hospital	123.1	121.4	121.7	136.8

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Queen Marys (Sidcup)	0.2	0	0	0
Royal Berkshire Hospital	0	0	0.8	0.3
Royal Surrey County Hospital	194.8	196.3	165.2	207.4
Royal Sussex County	497.3	580.1	395.5	333.4
St George's Hospital	47.2	54.2	52.4	55.3
St Helier Hospital	29.1	28.9	31.7	25.9
St Peters Hospital, Chertsey	246.7	232.5	256	319.7
St Richards	184.4	170.1	162.7	183.8
Tunbridge Wells Hosp	168	152.9	166.3	195.3
William Harvey Hospital (Ashford)	216	215.9	238.6	226.8
Worthing	197.4	246	208.9	256.3

2016

	Total Hours Lost = Handover over 30min (hh.h)											
Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Conquest Hospital	298.9	396.3	448.8	307.1	342.2	332.1	423.1	445	417.9	431.8	309.6	388.4
Darent Valley Hospital	397.5	490.8	365	425.5	529.5	278.4	255.9	309	205.8	411.9	230.5	569.7
East Surrey	410.1	490.6	614.3	477.6	383.9	348.3	458.9	350.8	331.5	437.5	431	692.9
Eastbourne DGH	268.1	243.8	383.7	252	301.3	325	280.6	428.5	342.9	434.1	447.1	526.2
Epsom General Hospital	112.6	116.6	120.9	93.5	114.4	95.8	133.4	95	106	105.7	120.2	142.9
Frimley Park Hospital	298.6	300.7	400.2	239	305.4	348.9	445.1	331.3	313.3	283.3	341.7	347.9
Hillingdon Hospital	0	0	0	0.1	0	0	0	0	0	0	0	0.6
Kent & Sussex Hospital	0.4	0.1	0.6	1	0.3	0.9	2.2	0.9	0	0.7	0	0
Kent and Canterbury Hospital	87.5	114.8	132	89.5	67.7	81.3	105.5	97.5	127.7	205.4	159	175.9
Kingston Hospital	23.2	24.5	26	19.9	25	25.6	32	25.1	28.3	30.9	33.1	44.1
Maidstone Hospital	49.9	57.1	57.9	50.8	47.5	51.6	65.3	48.1	61.3	54.8	57.3	93.9
Mayday Hospital	1.4	0.4	2.3	0.4	0.4	0	2	0	0.6	0.5	0.7	1.8
Medway Hospital	324.9	421.3	548.6	301.3	268.8	317.3	381.6	376	335.8	360.1	490.2	799.3
Other/ Unallocated	119	74.5	110.6	124	85.1	82.8	112.1	107.5	99.3	140.5	151.9	98.3
Princess Royal	104.5	93	82.4	74.8	63.9	96	99.8	106.8	108.9	124.5	115	132.5
Princess Royal University Hospital	22.4	18.6	21	17.3	18	17.7	24.4	10.3	19.2	21.5	17.7	50.7

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Hospital											
Queen Elizabeth Queen Mother	165.8	214.3	210.1	180.9	199.7	190.6	304.1	278.1	294	306.5	265.2	418.2
Queen Marys (Sidcup)	0	0	0.4	0	0	0	0	0	0	0.1	0	0
Royal Berkshire Hospital	0	0	0.1	0.1	0.9	0	1.1	0.4	0.8	0	0	1.1
Royal Surrey County Hospital	300.9	236	505.2	238	249.1	373.9	340.6	333.9	412.5	326.7	375.6	394.3
Royal Sussex County	483.2	531.4	749.8	507.1	571.7	494	575.4	650.5	554.9	717.8	712.8	767.7
St George's Hospital	54.2	55	62.9	62.2	77.2	62	62.8	61.4	64.5	67.4	57.4	61.1
St Helier Hospital	41.1	28.9	48.9	29.5	44.7	32.9	38	22.7	24.9	27.3	34.4	34.7
St Peters Hospital, Chertsey	327.8	357.4	529.3	337.9	348.6	336.2	304.9	321	356.8	379.7	344.3	505.7
St Richards	191.3	152.8	212	162.2	223.1	215.8	292.4	229.4	218.2	249.1	200.5	277.4
Tunbridge Wells Hosp	223.2	185.6	261.3	184.6	212.3	181.4	231.9	185.5	184.7	191.2	249.5	337.7
William Harvey Hospital (Ashford)	281	361.1	535.1	417.9	438.9	321	434.4	459.1	406.8	732.7	636.5	694.4
Worthing	259.6	353	372.6	253.1	276.6	232.7	304.4	301.4	232.4	312.6	337.6	439

January – September 2017

	Total Hours Lost = Handover over 30min (hh.h)								
Hospitals	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**
Conquest Hospital	408	322	331.6	307.7	316.3	271.2	300.9	265.2	306.1
Darent Valley Hospital	630.5	410.1	308	320.5	374.7	298.3	227.8	212.1	164.1
East Surrey	611.1	458.3	464.2	430.9	557.5	450.2	558.5	594.6	486.6
Eastbourne DGH	590.1	493.3	398.1	518.7	475.2	367	339.1	359.1	454.5
Epsom General Hospital	142.9	133.8	128	108.5	145.5	124.3	152.2	128.5	135.6
Frimley Park Hospital	434.5	249.6	278.8	238.4	305.5	291.3	371.3	337.9	314.1
Hillingdon Hospital	0	0	0	0	0	0	0.4	0	0
Kent & Sussex Hospital	0	0	0	0		0	0	0	0
Kent and Canterbury Hospital	212.9	164.1	168.7	91.8	100.1	36.9	16.3	9.3	14.2
Kingston Hospital	52.3	30.9	28.6	24.5	34.4	38.8	38.7	41.5	34.2
Maidstone Hospital	103.1	86.4	65.2	60.9	62.7	61.7	57.6	61.8	61.8
Mayday Hospital	1.4	1.5	0.3	0.9	0.2	0.8	2	1.2	3.1
Medway Hospital	737.5	431.2	610.1	375.9	394.3	398.1	416.1	375.7	406.7
Other/ Unallocated	98.3	103	92.4	83.5	84.3	92	117.8	107.1	108.3

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Princess Royal	146.1	97.5	68.5	82.6	83.2	80.4	93.4	86.1	79.1
Princess Royal University Hospital	27.8	15.8	8	9.8	13.1	12.4	7.2	12.3	9
Queen Elizabeth The Queen Mother Hospital	471.2	222.2	253.3	258.5	287.2	275.9	413.1	371.1	504.5
Queen Marys (Sidcup)	0	0	0.5	0	0	0	0	0	0
Royal Berkshire Hospital	0	2	0.2	0.1	0	0	0.3	0.5	0
Royal Surrey County Hospital	290.5	201.2	223.6	175.2	204.8	205	207.5	221.2	210.2
Royal Sussex County	906.1	609	488.4	545.1	464.2	474.8	517.6	401.6	417.5
St George's Hospital	73.9	60	65.6	75	48.4	59.6	76.2	63.6	66.5
St Helier Hospital	36	24.8	36.2	25.1	31.1	28.4	42	40.9	34.5
St Peters Hospital, Chertsey	495.8	433.7	333.3	302.3	392.4	446.5	441.8	433.4	322.5
St Richards	320.5	197.8	200.7	233.7	244.1	265.9	242.2	237	246.5
Tunbridge Wells Hosp	288.5	199.7	175.7	200.4	330.6	214.7	211.2	239.7	286.6
William Harvey Hospital (Ashford)	763.5	481	551.3	435.2	464.3	327.1	537.6	633.9	699.4
Worthing	401.4	274	227.3	230.6	259.9	228.8	297.7	252.3	196.1

2. Please could you provide the number of times ambulance handovers were delayed by a) over 30 minutes and b) over 60 minutes at each of the hospitals served by the Trust in each month for the past 24 months.

This has already been answered in a previous FOI (170710) – Please refer to our disclosure log on the following link:
http://www.secamb.nhs.uk/contact_us/freedom_of_information_request/foi_disclosure_log.aspx?cat=415&pageNum=6

3. What are top 5 longest Ambulance Handover delays that have occurred in the past 24 months? Please provide information on the length of delay, the date it occurred and which hospital it occurred at.
Please see table below:

Hospital	Date	Delay h:mm:ss
William Harvey Hospital	Jan 2017	6:41:35
Royal Surrey County Hospital	July 2016	6:32:10
Frimley Park Hospital	March 2016	5:51:10
Farnham Road Hospital	February 2016	5:48:36
William Harvey Hospital	November 2016	5:36:45

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:

Your service, your call

FOI@secamb.nhs.uk

Yours sincerely

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