



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

Date 4<sup>th</sup> December 2017

Email:foi@secamb.nhs.uk

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/09/08.

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

- 1. From August 2016 to August 2017, how many patient handovers from ambulance services to accident and emergency or other clinical departments at each hospital under your trust's control took more than 20 minutes? (please separate this in monthly datasets and by which hospital the data belongs to)**
- 2. From August 2016 to August 2017, how many patient handovers from ambulance services to accident and emergency or other clinical departments at each hospital under your trust's control took more than 1 hour? (please separate this in monthly datasets and by which hospital the data belongs to)**

We do not record handovers over 20mins. We record as over 15 minutes, over 30 minutes and over 1 hour so I have included these in the response.

The handover times over 30 mins and 1 hour from August 2016 to March 2017 have already been answered on a previous FOI (170710) which can be found on the following link:  
[http://www.secamb.nhs.uk/contact\\_us/freedom\\_of\\_information\\_request/foi\\_disclosure\\_log.aspx?cat=415&pageNum=7](http://www.secamb.nhs.uk/contact_us/freedom_of_information_request/foi_disclosure_log.aspx?cat=415&pageNum=7)

**6. What has been done to avoid long delays in patient handovers?**

We recognise that improving handover delays will take a whole system approach. That is why, under the leadership of our Medical Director, we have developed an improvement plan with partners. We will continue to work closely with our staff, all hospitals and other NHS partners in our area to reduce delays

**7. What do you put the cost at for a lost 20 minutes in handover time?**

The cost for a loss of 20minutes is approximately £45. *Please note this cost is indicative*

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

Yours sincerely

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