



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

Date 12th December 2018

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/18/12/13.

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

Please could you answer the following questions in relation to (i) the 2013/14 financial year and (ii) the 2017/18 financial year.

1. How many handovers at hospital did you have where the waiting time was in excess of 15minutes, and what percentage did this represent of all handovers.

Please see table below:

2013/14

Total transports	Handovers recorded	Handovers >15mins	%Handovers >15 mins	Handovers >60 mins	Handovers >120 mins	Handovers >240 mins
410054	337377	139831	41.4	3073	334	64

2017/18

Total transports	Handovers recorded	Handovers >15mins	%Handovers >15 mins	Handovers >60 mins	Handovers >120 mins	Handovers >240 mins
436225	365470	230508	63.1	9647	505	22

2. How many handovers were in excess of (i) one hour, (ii) two hours and (iii) four hours.
Please see table above

3. In relation to the longest single handover in 2017/18 please state (i) the length of time of the handover, (ii) the hospital where the handover took place and (iii) what category the call was.

The longest handover was 5 hours 7 minutes and 46 Seconds at Medway Maritime Hospital for a Category 3 call

Please Note

1. The provided data is showing the number of ambulance journeys with a handover to hospital time. Please note this include patients being taken to other departments in the hospital not just A&E

2. Please note: The totals for >60mins minutes would be included in the >30mins and >15mins Total.
3. 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.

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 Lead via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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