



Trust Headquarters
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19th March 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/01/25.

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

I hope that you can assist me with the following freedom of information request, which is made under the Freedom of Information Act 2000.

1. On average how many hours on a daily basis are lost due to delays in patients handovers at hospitals for 2019, 2018 and 2017 could you also please include your most recent figure?

2017	2018	2019	1 st - 19 th January 2020
232.6	117.3	129.6	148.6

*Values provided are calculated values from aggregate values for the corresponding years.

*Handover delays have been calculated as waiting time that is over 15 minutes.

*The values provided for 2017 are up to and including 22nd November 2017

2. How many patients on average are you stacking in the system due to delays in ambulances being available to reach them? Can the figures please be made available for 2019, 2018 and 2017 and also please include your most recent figure?

2017	2018	2019	1 st - 19 th January 2020
	28	36	22

*Values provided are based on calls outstanding

*The values for the year 2018 are from 20th July 2018, which is when we started to collect this particular data

*We are unable to provide values for 2017 due to a different informatics system being used

3. What percentage of your trusts ambulance calls are generated from the 111 service? Can the figure please be provided for 2019, 2018 and 2017 as well as including your most recent figure?

2017	2018	2019	1 st - 19 th January 2020
14.6%	15.3%	16.1%	17.7%

4. What percentage of paramedics in your trust are currently employed on reduced hours? What was the figure for 2017?

	31/12/17	31/12/19
Full time	83%	81%
Part time	17%	19%

5. On average how many years' experience do your paramedics have and what was the figure for 2017?

This is not recorded centrally and would require going through each member of staffs personal file, who has qualified as a Paramedic, individually and would therefore exceed the 18hr maximum timeframe given to answer an FOI request.

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, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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