



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

9th December 2024

Question

Detail

Under the Freedom of Information Act 2000, please can you provide me with information on handover delays at your organisation.

The average length of a handover delay for a) all handover delays, b) category 2 calls, c) category 1 calls, in the months from March to November including the months March and November for each year since March 2019 to November 2023

The number of handover delays for a) all handover delays, b) category 2 calls, c) category 1 calls, in the months from March to November including the months March and November for each year since March 2019 to November 2023

The longest handover delay for a) all handover delays, b) category 2 calls, c) category 1 calls, in the months from March to November including the months March and November for each year since March 2019 to November 2023

The number of handover delays which took longer than 60 minutes for a) all handover delays, b) category 2 calls, c) category 1 calls, in the months from March to November including the months March and November for each year since March 2019 to November 2023

The average length of a handover delay for a) all handover delays, b) category 2 calls, c) category 1 calls, in the months from December to February including the months December and February for each year since December 2019 to February 2024

The number of handover delays for a) all handover delays, b) category 2 calls, c) category 1 calls, in the months from December to February including the months December and February for each year since December 2019 to February 2024

The longest handover delay for a) all handover delays, b) category 2 calls, c) category 1 calls, in the months from December to February including the months December and February for each year since December 2019 to February 2024

The number of handover delays which took longer than 60 minutes for a) all handover delays, b) category 2 calls, c) category 1 calls, in the months from December to February including the months December and February for each year since December 2019 to February 2024



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If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

Answer

The Scottish Ambulance Service does not record the time taken to handover a patient from an ambulance on arrival at a hospital. It is for this reason we have applied section 17 of the Freedom of Information Scotland Act 2002 as information not held.

The Service does record turnaround times, which is from when an ambulance arrives at hospital to the point of departure. These turnaround times are affected by a wide range of factors, including ambulance staff cleaning vehicles following patient transportation, supporting the ongoing care of the patient and on occasions providing statements to the police.

Please see the attached sheet where the first table details the conveyances from March to November from 01/03/2019 to 30/11/2023 broken down by month; and the second table contains the same details for December, January and February from 01/12/2019 to 28/02/2024.

Each table contains the number of conveyances, Average Turnaround time, Maximum Turnaround time and the number of turnaround times over 60minutes. All times are given in minutes and seconds.

These turnaround times **ARE NOT** comparable to the handover times of other UK Ambulance Trusts.

Our local management teams are working closely with Health Boards to ensure that ambulances are released as quickly as possible