



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

19th July 2024

Question

Please could you provide the following information? Number of hours lost due to ambulance offload/handover delays between Mar 2023 and Apr 2024. Financial cost to the SAS of one lost hour due to ambulance offload/handover delays. Total financial cost to the SAS for lost hours occurred due to offload/handover delays within Lanarkshire during these dates. Total financial cost to the SAS for lost hours occurred due to offload/handover delays nationally during these dates.

Answer

Please see the attached sheet detailing the average turnaround times at each A&E department between March 2023 – April 2024.

Turnaround times are the time spent at hospital as a result of conveying a patient. This time runs from when the crew arrive at the hospital to when they are clear from the incident. This indicator includes the turnaround times for hospitals with an A&E only

Important Information to note

The Scottish Ambulance Service does not have a definition for 'hours lost' and therefore cannot provide an accurate account of the information you have requested.

The financial implications of these turnaround times is not held in a way that would make it easily reportable.

Public authorities are not required to create information in order to answer a request.

There's a distinction between creating new information, and compiling information. Where a request can be answered by compiling information from readily-available resources held by the public authority, this is not the same as creating new information. However, if collation of the information would require skill and complex judgement, the information is not held.

I have concluded that, in the case of working out the financial costs associated with turnaround times would not be able to be produced without complex skill and judgement. This is because, although we hold information, to report these costs would be required to apply complex judgement.

It is for this reason that we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.