



FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-6-2017
Key Word: Patient Handovers
Subject: 2016
Request: **Date Received:** 23/01/2017
 Monitoring Date: 24/01/2017
 Date of Response: 09/02/2017

Thank you for your request for information received on 23 January 2017 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below and attached for your attention.

Question 1

Under the Freedom of Information Act, could you provide me with a database extract for 2016 with data for every ambulance handover, containing columns for A&E department where handover took place, date or month, notification time or time ambulance arrived at A&E, time handover took place or handover time, what level of call the ambulance was on (e.g. Red 1 etc.).

Answer 1

Please refer to attachment labelled FOI_6_17_PatientHandovers. This is a dataset for 2016 based on arrivals to each Acute Hospital across Northern Ireland broken down by the category of the call ie Cat A, B or C. The data provided contains the attending Emergency Department (ED), timestamp for the ambulance arrival at the ED and the timestamp associated to the time the patient was physically handed over to the care of a Healthcare Professional. The last column contains the timestamp for the patient handover ie the measurement from arrival at the ED to patient handover time. Please note that due to technical issues we do not have timestamps for all attendances. The data may also contain some levels of data quality issues and should be issued in a cautionary manner. You should further be aware that the category of the call is based on the time the 999 call is received and a patient's condition may have been stabilised by the crew or alternatively deteriorated due to clinical condition by arrival time at an Acute Hospital site.

For your awareness, in Northern Ireland the target for ambulance turnarounds at Hospitals is based on a 30 minute timeframe ie 15 minutes for patient handover and 15 minutes for ambulances to clear.

I hope the above and attached fully assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter.



Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG. If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: ni@ico.org.uk
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion. Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>.

Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

Alison Vitty (electronic signature)

Alison Vitty (Miss)
CORPORATE MANAGER