



FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-120
Key Word: Performance
Subject: Cat A/Ambulance Patient Handover Times

Request: **Date Received:** 26/09/2016
 Date of Monitoring: 27/09/2016
 Date of Response: 26/10/2016

Thank you for your request for information received on 26 September 2016 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

Please provide information for the following financial years, broken down by individual month.

- i) 2013/14
 - ii) 2014/15
 - iii) 2015/16
 - iv) 2016/17 to date.
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- (a) Cat A calls (Purple)
 - (b) Cat A calls (Red)
 - (c) All Cat A calls
 - (d) Please state the total number of calls of all categories

Please provide information for

- a) Northern Ireland
- b) The 5 x local Trust areas/Local Commissioning Groups

All questions to be answered based on date range, Cat A classification and geographical area as stated above

Question 1

Please provide the (mean) average response times in minutes and seconds

Question 2

Please provide the longest response times, as defined by the 99th percentile of responses by response time, in hours, minutes and seconds, for:

Question 3

That were responded to after 12 minutes, and what percentage of each call category took more than 12 minutes to complete overall.



Question 4

Please provide the number of operational hours lost to handover delays over 15 minutes** within your trust.

***Note to Qn 4. 15 minutes is recognised as the “zero tolerance” national standard for the NHS for patient handover to acute hospital. Please note we are asking for all handover delays in excess of that 15 minute period, totalised as the number of hours lost in any given month.*

Answer 1, 3 and 4

Please refer to attachment labelled FOI_120_16. We have been able to provide information for Questions 1, 3 and 4 and have broken the data up as requested ie category of call, red and purple for Cat A calls, by Trust area, full year summaries and by months.

Please note that from Answer 3, 12 minutes is not a performance standard for the Northern Ireland Ambulance Trust. The current performance standard for a Cat A call is within 8 minutes. The data that has been provided is based on the arrival of an ambulance or Rapid Response Vehicle at the location of an incident within 12 minutes or outside 12 minutes. The data provided is based on the measurement of when the 999 call is received to the arrival of the ambulance on the scene.

In relation to Answer 4, we have provided the patient handover hours lost based on when a patient handover has taken over 15 minutes and the hours lost is based on this. For example patient handover recorded as 18 minutes, minutes lost determined as 3 minutes. It should further be noted that patient handover timings will contain discrepancies and this data should be used in a cautionary manner.

Answer 2

The Trust does hold information in this format, however to extract and validate the information would be disproportionate to do so and would exceed the cost limit for the request. It should be noted that the answers associated with Question 1, 3 and 4 currently sit around 18 hours for processing. However we have done a previous FOI request that is in the public domain in relation to longest Cat A response times broken down by month and the date and we have detailed this below at Table 1 for your information.

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

Alison Vitty (Miss)
CORPORATE MANAGER

Table 1 – Cat A Longest Response Time

Apr-15		May-15		Jun-15		Jul-15	
Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS
06 Apr 2015	01:08:36	04 May 2015	01:31:02	27 Jun 2015	01:08:46	13 Jul 2015	00:58:25
27 Apr 2015	01:04:59	24 May 2015	01:25:40	27 Jun 2015	01:06:18	17 Jul 2015	00:57:17
05 Apr 2015	00:59:56	04 May 2015	01:22:44	02 Jun 2015	01:04:06	27 Jul 2015	00:56:53
08 Apr 2015	00:59:01	24 May 2015	01:21:26	17 Jun 2015	01:03:08	01 Jul 2015	00:53:06
10 Apr 2015	00:56:22	03 May 2015	01:19:33	28 Jun 2015	01:00:17	10 Jul 2015	00:51:34
16 Apr 2015	00:55:14	04 May 2015	01:17:44	19 Jun 2015	00:57:00	04 Jul 2015	00:50:48
10 Apr 2015	00:54:56	03 May 2015	01:10:40	15 Jun 2015	00:54:56	26 Jul 2015	00:49:22
25 Apr 2015	00:54:13	04 May 2015	01:09:19	20 Jun 2015	00:50:07	24 Jul 2015	00:48:37
03 Apr 2015	00:54:09	03 May 2015	01:05:14	16 Jun 2015	00:49:01	26 Jul 2015	00:47:58
14 Apr 2015	00:53:58	24 May 2015	00:58:52	02 Jun 2015	00:47:02	06 Jul 2015	00:47:35
Aug-15		Sep-15		Oct-15		Nov-15	
Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS
23 Aug 2015	01:21:52	14 Sep 2015	01:21:45	16 Oct 2015	00:53:05	13 Nov 2015	00:56:43
08 Aug 2015	01:15:31	24 Sep 2015	01:07:27	31 Oct 2015	00:52:29	19 Nov 2015	00:51:58
23 Aug 2015	01:10:04	20 Sep 2015	01:00:36	06 Oct 2015	00:51:56	23 Nov 2015	00:50:51
19 Aug 2015	01:09:47	12 Sep 2015	00:55:49	18 Oct 2015	00:51:29	29 Nov 2015	00:50:34
11 Aug 2015	01:07:24	20 Sep 2015	00:55:48	24 Oct 2015	00:49:54	16 Nov 2015	00:49:57
29 Aug 2015	01:06:00	05 Sep 2015	00:50:33	08 Oct 2015	00:49:28	13 Nov 2015	00:47:02
07 Aug 2015	01:04:39	08 Sep 2015	00:49:13	19 Oct 2015	00:48:00	29 Nov 2015	00:44:45
23 Aug 2015	01:03:33	08 Sep 2015	00:49:01	11 Oct 2015	00:44:38	01 Nov 2015	00:43:36
01 Aug 2015	00:56:48	27 Sep 2015	00:47:14	14 Oct 2015	00:42:48	04 Nov 2015	00:42:56
23 Aug 2015	00:54:23	19 Sep 2015	00:45:07	31 Oct 2015	00:42:20	08 Nov 2015	00:41:37
Dec-15		Jan-16		Feb-16		Mar-16	
Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS	Date of Call	Response Time HH:MM:SS
27 Dec 2015	01:13:46	01 Jan 2016	01:06:43	21 Feb 2016	01:29:51	27 Mar 2016	01:05:19
17 Dec 2015	01:11:02	01 Jan 2016	01:00:41	13 Feb 2016	01:18:34	06 Mar 2016	01:01:25
27 Dec 2015	01:07:03	03 Jan 2016	01:00:29	21 Feb 2016	01:11:32	06 Mar 2016	00:59:49
13 Dec 2015	00:59:58	24 Jan 2016	00:58:00	26 Feb 2016	01:05:07	03 Mar 2016	00:54:17
23 Dec 2015	00:58:28	06 Jan 2016	00:57:04	01 Feb 2016	00:51:59	01 Mar 2016	00:51:51
06 Dec 2015	00:57:06	01 Jan 2016	00:54:52	07 Feb 2016	00:51:54	20 Mar 2016	00:50:22
27 Dec 2015	00:56:29	30 Jan 2016	00:53:57	03 Feb 2016	00:51:30	20 Mar 2016	00:50:08
30 Dec 2015	00:56:20	05 Jan 2016	00:53:33	25 Feb 2016	00:48:45	05 Mar 2016	00:49:09
16 Dec 2015	00:56:14	30 Jan 2016	00:52:29	21 Feb 2016	00:48:33	26 Mar 2016	00:48:12
27 Dec 2015	00:53:49	29 Jan 2016	00:49:36	21 Feb 2016	00:47:18	29 Mar 2016	00:47:46

Data is based on Time of Call to Time of Arrival at Scene by first response excludes, HCP Card 35, Calls Upgraded from HCP or Other and Hospital Transfers.

PATIENT HANDOVER TIMES IN EXCESS OF 15 MINUTES - SUM OF HOURS LOST HOURS [HH:MM:SS], SUMMARY PER MONTH

Period of monitoring - Last three financial years (13/14, 14/15, 15/16) and year-to-date (Apr 2016 to end September 2016)

ACUTE HOSPITALS ONLY

2013/14

Hospital	Apr, 2013	May, 2013	Jun, 2013	Jul, 2013	Aug, 2013	Sep, 2013	Oct, 2013	Nov, 2013	Dec, 2013	Jan, 2014	Feb, 2014	Mar, 2014	Total
ALTNAGELVIN	152:47:48	138:03:26	118:22:39	123:17:02	116:14:56	71:14:00	64:43:00	77:51:26	91:52:33	82:54:00	59:21:19	87:50:26	1184:32:35
ANTRIM AREA	227:00:18	135:06:48	131:17:40	135:48:24	85:58:11	81:09:18	83:24:44	84:18:53	93:30:36	87:35:17	105:52:40	122:36:12	1373:39:01
BELFAST CITY	30:04:48	30:21:38	21:29:21	22:38:07	21:18:00	26:12:13	26:01:51	23:11:00	24:52:40	25:15:18	22:17:33	21:38:56	295:21:25
CAUSEWAY	69:56:37	32:53:00	21:30:00	41:19:00	35:54:00	20:24:00	23:10:00	23:48:00	28:02:00	30:29:46	29:31:00	21:46:00	378:43:23
CRAIGAVON AREA	421:06:36	215:53:14	211:06:20	233:44:28	171:19:58	254:38:46	201:16:46	315:51:41	319:13:27	296:19:21	238:15:59	449:10:36	3327:57:12
DAISYHILL	195:47:13	114:04:37	88:59:00	107:21:00	93:20:24	99:41:20	81:19:26	65:59:00	89:30:12	94:42:23	125:19:23	163:42:43	1319:46:41
DOWNE	8:40:00	7:39:02	5:24:00	5:06:00	11:12:18	8:21:00	5:33:00	7:02:00	5:55:00	6:31:00	6:21:00	3:32:00	81:16:20
LAGAN VALLEY	28:22:00	28:38:00	17:41:06	12:06:00	22:24:40	16:57:13	16:34:00	21:46:56	17:23:00	15:09:04	13:54:00	11:35:00	222:30:59
MATER INFIRMORUM	63:57:48	58:11:00	47:49:40	46:09:54	45:26:45	39:32:43	72:22:00	55:01:00	78:57:00	94:49:13	64:12:19	84:09:41	750:39:03
R/BELF FOR SICK CHILDREN	10:46:00	9:56:00	6:25:00	7:59:00	11:02:00	5:48:00	6:27:00	5:52:29	8:37:00	7:31:11	5:49:00	7:45:00	93:57:40
ROYAL VICTORIA	443:45:40	335:37:30	284:00:45	316:05:00	334:17:58	322:14:34	287:50:51	366:09:15	408:28:44	371:20:08	320:48:27	409:05:16	4199:44:08
SOUTH WEST ACUTE	104:29:00	49:03:35	44:41:23	50:50:33	37:45:00	22:09:54	27:41:11	17:48:02	38:24:00	39:09:23	81:20:16	36:41:00	550:03:17
ULSTER	352:26:50	211:31:10	217:28:13	261:55:52	211:12:00	241:50:00	187:46:53	201:26:50	197:09:15	214:00:32	252:42:03	287:59:35	2837:29:13
Total	2109:10:38	1366:59:00	1216:15:07	1364:20:20	1197:26:10	1210:13:01	1084:10:42	1266:06:32	1401:55:27	1365:46:36	1325:44:59	1707:32:25	16615:40:57

2014/15

Hospital	Apr, 2014	May, 2014	Jun, 2014	Jul, 2014	Aug, 2014	Sep, 2014	Oct, 2014	Nov, 2014	Dec, 2014	Jan, 2015	Feb, 2015	Mar, 2015	Total
ALTNAGELVIN	55:20:40	63:20:13	58:11:20	69:46:00	48:52:35	65:22:44	78:24:21	58:20:16	53:58:00	74:37:15	84:42:18	84:16:58	795:12:40
ANTRIM AREA	94:48:45	125:57:04	112:12:33	105:12:49	105:37:15	107:47:04	77:49:24	83:08:32	114:40:57	101:00:57	125:28:57	110:23:18	1264:07:35
BELFAST CITY	26:17:24	23:24:01	22:36:35	24:28:40	21:21:55	18:28:00	21:45:00	22:47:44	26:14:00	27:47:43	20:41:06	18:44:00	274:36:08
CAUSEWAY	25:06:53	20:43:00	22:25:09	37:03:00	39:26:00	23:55:55	28:45:00	24:44:05	19:25:00	28:22:01	35:33:49	28:23:14	333:53:06
CRAIGAVON AREA	368:22:04	263:18:39	320:47:50	255:06:44	191:07:10	223:33:00	264:28:45	228:32:16	260:34:45	237:16:18	275:45:04	257:48:46	3146:41:21
DAISYHILL	148:27:13	84:35:11	95:14:01	92:35:39	73:49:55	69:08:00	63:07:59	41:46:00	53:06:18	47:55:52	74:26:19	95:21:12	939:33:39
DOWNE	5:20:00	3:46:00	4:44:00	7:06:00	5:13:00	7:08:00	6:29:00	5:16:00	5:40:00	6:51:38	11:11:00	9:14:04	77:58:42
LAGAN VALLEY	14:52:00	15:56:00	13:35:00	14:16:00	15:26:00	20:19:00	12:53:00	12:51:00	13:10:00	21:02:00	21:15:00	17:12:00	192:47:00
MATER INFIRMORUM	69:48:00	67:54:34	74:35:02	61:10:00	49:11:54	62:37:08	60:51:47	82:14:49	55:00:51	48:48:37	82:09:36	85:05:00	799:27:18
R/BELF FOR SICK CHILDREN	4:59:00	13:48:00	10:07:00	11:20:58	6:37:24	8:45:00	8:10:00	6:11:00	7:02:00	6:34:00	9:12:00	11:10:00	103:56:22
ROYAL VICTORIA	286:16:25	369:54:04	401:19:52	322:20:28	408:51:10	466:09:32	393:20:40	413:36:03	444:02:20	426:53:53	473:31:09	477:06:06	4883:21:42
SOUTH WEST ACUTE	34:49:49	31:50:00	32:12:22	11:24:05	30:22:00	14:53:00	26:12:00	24:29:11	48:00:01	92:50:38	115:39:52	114:37:46	577:20:44
ULSTER	198:00:47	182:21:00	168:13:38	177:40:31	200:33:17	232:00:43	226:20:59	202:56:59	256:18:08	322:33:27	331:22:01	313:01:09	2811:22:39
Total	1332:29:00	1266:47:46	1336:14:22	1189:30:54	1196:29:35	1320:07:06	1268:37:55	1206:53:55	1357:12:20	1442:34:19	1660:58:11	1622:23:33	16200:18:56

2015/16

Hospital	Apr, 2015	May, 2015	Jun, 2015	Jul, 2015	Aug, 2015	Sep, 2015	Oct, 2015	Nov, 2015	Dec, 2015	Jan, 2016	Feb, 2016	Mar, 2016	Total
ALTNAGELVIN	83:12:19	82:09:53	68:24:32	63:09:12	77:23:53	109:53:27	76:32:57	99:26:58	86:00:00	87:16:29	114:20:10	120:31:26	1068:21:16
ANTRIM AREA	85:45:38	90:40:45	103:37:47	95:42:53	108:40:12	94:58:06	104:49:00	103:16:19	78:21:49	66:01:19	66:27:51	71:31:04	1069:52:43

BELFAST CITY	18:17:00	19:19:34	18:14:00	17:56:00	18:13:00	18:25:10	21:31:00	17:34:00	14:30:00	14:27:00	11:59:00	11:20:01	201:45:45
CAUSEWAY	39:14:00	45:53:38	59:48:00	40:55:00	72:57:59	44:21:38	81:12:35	66:12:00	78:43:04	51:02:48	51:29:00	69:04:27	700:54:09
CRAIGAVON AREA	235:11:40	176:34:02	281:12:46	193:13:27	231:09:53	231:16:20	263:44:12	227:09:52	297:12:46	305:39:04	248:53:04	361:58:38	3053:15:44
DAISYHILL	82:49:00	83:15:38	80:29:53	59:49:00	71:41:23	53:20:56	56:37:35	64:58:10	46:14:13	97:25:11	65:05:47	88:51:00	850:37:46
DOWNE	8:08:32	9:04:00	8:24:50	6:14:00	6:09:00	4:31:00	5:50:00	7:26:00	2:14:00	3:05:00	4:17:00	3:09:00	68:32:22
LAGAN VALLEY	20:07:00	14:44:00	16:53:00	14:18:00	16:25:00	33:51:10	20:11:00	17:10:00	19:37:17	17:12:00	15:13:00	18:26:00	224:07:27
MATER INFIRMORUM	76:38:00	53:13:51	54:46:00	45:52:47	62:41:00	64:06:00	87:26:23	36:28:00	38:21:00	41:28:00	41:51:00	44:26:41	647:18:42
R/BELF FOR SICK CHILDREN	8:16:00	4:51:00	8:44:42	6:18:00	8:49:00	8:37:00	10:02:00	7:12:00	4:27:06	5:37:00	6:17:00	4:22:00	83:32:48
ROYAL VICTORIA	363:19:28	371:16:40	350:13:21	184:11:11	202:03:08	156:38:50	169:29:40	187:27:40	190:57:54	213:32:05	208:49:25	195:04:15	2793:03:37
SOUTH WEST ACUTE	114:13:23	43:44:01	41:05:53	55:16:52	45:42:00	37:25:47	59:20:27	73:23:01	128:57:51	151:58:59	136:47:16	103:56:01	991:51:31
ULSTER	278:55:54	232:57:51	245:01:03	163:23:00	309:30:13	198:22:00	249:02:13	254:50:40	256:23:35	297:17:12	334:38:01	277:54:00	3098:15:42
Total	1414:07:54	1227:44:53	1336:55:47	946:19:22	1231:25:41	1055:47:24	1205:49:02	1162:34:40	1242:00:35	1352:02:07	1306:07:34	1370:34:33	14851:29:32

2016/17

Hospital	Apr, 2016	May, 2016	Jun, 2016	Jul, 2016	Aug, 2016	Sep, 2016	Total
ALTNAGELVIN	97:10:39	92:33:33	71:30:00	97:56:10	98:26:00	128:31:41	586:08:03
ANTRIM AREA	60:20:26	78:41:41	82:43:03	60:27:42	58:17:33	64:57:09	405:27:34
BELFAST CITY	11:37:00	10:53:00	12:40:00	10:48:00	12:03:00	11:54:00	69:55:00
CAUSEWAY	56:41:11	44:01:51	57:13:06	71:00:26	65:07:00	49:18:27	343:22:01
CRAIGAVON AREA	266:24:29	291:35:01	293:04:20	178:42:59	204:19:16	207:17:00	1441:23:05
DAISYHILL	62:35:07	79:11:00	88:55:00	51:46:59	75:26:57	75:20:33	433:15:36
DOWNE	6:08:00	2:26:00	4:29:00	5:05:00	4:04:00	8:31:00	30:43:00
LAGAN VALLEY	7:41:00	29:15:46	11:12:00	10:22:00	8:54:00	7:44:00	75:08:46
MATER INFIRMORUM	65:40:50	52:22:00	44:42:05	59:44:00	47:07:30	52:10:00	321:46:25
R/BELF FOR SICK CHILDREN	5:20:00	6:15:00	5:42:00	3:13:00	4:52:00	7:33:00	32:55:00
ROYAL VICTORIA	202:31:46	240:36:23	205:17:17	206:01:00	192:14:06	169:44:39	1216:25:11
SOUTH WEST ACUTE	70:41:00	138:34:50	155:42:14	128:47:00	158:58:03	116:27:44	769:10:51
ULSTER	219:04:35	149:13:40	163:00:54	132:12:54	246:50:19	157:48:00	1068:10:22
Total	1131:56:03	1215:39:45	1196:10:59	1016:07:10	1176:39:44	1057:17:13	6793:50:54