



7 September 2015

### FREEDOM OF INFORMATION REQUEST

**Request No:** AD-IG-01(2)-2015-84  
**Key Word:** Patient Handovers  
**Subject:** By Ambulance Personnel  
**Request:** **Date Received:** 06/08/2015  
**Monitoring Date:** 07/08/2015  
**Date of Response:** 07/09/2015

Thank you for your request for information received on 6 August 2015 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.

Under the Freedom of Information Act, could you provide me with a database extract for the past two years (2014 and 2015 to date) with data for every ambulance handover, containing columns for A&E department where handover took place, 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.).

Otherwise, please could you provide the following information:

#### Question 1

The total number of ambulance handovers for each month for the past two years (2014 and 2015 to date), broken down by hospital

#### Question 2

The number of ambulance handovers that took 15 minutes or less for each month for the past two years (2014 and 2015 to date), broken down by hospital

#### Question 3

The number of ambulance handovers delayed by more than 30 minutes for each month for the past two years (2014 and 2015 to date), broken down by hospital

#### Question 4

The number of ambulance handovers delayed by more than 60 minutes for each month for the past two years (2014 and 2015 to date), broken down by hospital

#### Answer 1 to 4

As requested we have provided a raw dataset for 2014 and for 2015 up to July 2015. This relates to patient handovers. We have also provided tables labelled as Answer 1, 2, 3 and 4 based on manipulation of the raw dataset we have provided to you. This includes Category A, B, C, Card 35 Healthcare Professional (HCP) ie Doctors call and routine activity to Emergency Department. For your information a classification change was made in June 2014 and the classification changed from Urgent to Card 35 HCP calls. Data is attached an Excel spreadsheet labelled as FOI\_84\_15.



I would further advise that ambulance handovers have been taken to mean patient handovers e.g from the arrival of an ambulance at an Emergency Department to the physical patient handover to a Healthcare Professional within the Hospital environment. The hospitals we have provided are Type 1 and Type 2 Emergency Departments ie those that operate an Emergency Department (some of the Hospitals such as Downe and Lagan Valley operate limited opening hours for Emergency Departments).

I would further confirm that there are a number of records that due to data quality issues do not have associated patient handover timestamps and the data may also contain other errors due to the size and numbers of records and therefore should be used in a cautionary manner.

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](mailto: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*

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**Alison Vitty (Miss)  
CORPORATE MANAGER**

**Att**