

Freedom of Information Act Request

Under the Freedom of Information Act, I would like to request the following information:

Thank you for your request regarding the use of 'maximum handover times' at our Trust's A&E departments. Please find our response below.

1. **Since the start of 2021-22, has your Trust enacted a model which sets a 'maximum' time for ambulance handovers to your A&E departments?**
 - Our Trust adheres to the **national NHS operational planning guidance**, which sets out expectations for ambulance handover processes. You can access the latest NHS guidance here: <https://www.england.nhs.uk/operational-planning-and-contracting/>.
 - Any further decisions regarding ambulance handovers, including specific models such as 'maximum handover times', are the responsibility of **South Yorkshire Ambulance Service**. You may wish to direct your request to them via their FOI process: <https://www.yas.nhs.uk/contact-us/contact-us/>.
2. **If so, please describe how the 'maximum handover times' work at your Trust – how long is the 'maximum' ambulance handover set at your Trust, and what triggers its use?**
 - As stated above, we follow national guidance, and any operational changes or enforcement of specific handover limits would be managed by South Yorkshire Ambulance Service.
3. **In which month and year was this first enacted? How often has this model been enacted?**
 - We do not hold specific records on this, as such decisions fall under the remit of South Yorkshire Ambulance Service.
4. **Is the 'maximum handover time' still in use now? If not, why not?**
 - Our Trust continues to work within NHS national operational planning guidelines to ensure patient safety and efficient ambulance handovers. Any additional policies or changes would be determined by South Yorkshire Ambulance Service.
5. **Has there been any assessment of the impact of the 'maximum handover time'? If so, please give details.**

Our Trust continuously monitors A&E performance in line with national reporting requirements. However, any formal assessment of specific 'maximum handover time' models would be the responsibility of South Yorkshire Ambulance Service and NHS England not DBTH

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6. **If not, do you have plans to enact such a 'maximum handover time' in the next six months?**
 - As a Trust, we continue to align with national guidance, and any future changes to ambulance handover policies would be determined in collaboration with NHS England and South Yorkshire Ambulance Service.

7. **If you're not planning to introduce a 'maximum handover time', could you explain why?**
- Our Trust follows national NHS operational guidance, and ambulance handover policies beyond this are determined by South Yorkshire Ambulance Service.

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: <https://ico.org.uk/make-a-complaint/>