

Hospital handover hours lost – September 2018

	arrival to hand over hours lost over 15 minutes (hh:mm:ss)	hand over to clear hours lost over 15 minutes (hh:mm:ss)
Addenbrookes Hospital	110:05:14	178:17:59
Barnet General Hospital	32:37:56	19:55:54
Basildon & Thurrock Hospital	181:54:29	110:01:45
Bedford Hospital South Wing	35:50:28	72:39:21
Broomfield Hospital	335:12:53	133:21:31
Colchester General Hospital	135:07:31	132:22:35
Hinchingbrooke Hospital	78:21:31	48:20:58
Ipswich Hospital	242:27:19	110:18:20
James Paget Hospital	131:25:50	174:50:19
Lister Hospital	316:25:37	59:24:33
Luton And Dunstable Hospital	162:18:13	41:45:58
Norfolk & Norwich University Hospital	1076:31:14	213:17:47
Peterborough City Hospital	314:30:10	60:39:12
Princess Alexandra Hospital	219:54:52	90:17:43
Queen Elizabeth Hospital	578:54:51	64:32:49
Southend University Hospital	153:58:07	124:44:21
Watford General Hospital	230:30:49	87:10:37
West Suffolk Hospital	228:52:30	83:46:55
TOTAL	4564:59:34	1805:48:37

What this information means:

Handing over a patient from an ambulance to a hospital emergency department is expected to take no more than 15 minutes. Ambulance crews then have a further 15 minutes in which to complete any outstanding paperwork, make sure their vehicles are clean and meet infection prevention standards and to restock with essentials such as clean linen. Delays beyond these times mean a poor experience for the patient waiting to be admitted into the hospital but also delays ambulance vehicles returning to the front line and being available for another emergency call in the local community.

In this table, column 1 – arrival to handover – shows the number of hours lost where the patient handover has been delayed (i.e. the patient has waited with the ambulance crew for more than 15 minutes before being accepted by the hospital staff) and column 2 – handover to clear - shows that once handover has been achieved, how many hours are lost (over 15 minutes) in completing the task of making the vehicle ready to go to another patient.

The impact on EEAST resources means that at any one time EEAST loses at least 60 ambulance hours per day waiting to handover patient care to hospital staff. With the average crew shifts being 12 hours, that means 5 twelve hour shifts are lost every day of the year where crews are unable to take the next call or back up a colleague who is in the community with a patient who needs conveying to hospital.