

Peterborough City Hospital
Edith Cavell Campus
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Peterborough
Cambridgeshire
PE3 9GZ

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Email communications@pbh-tr.nhs.uk

16 January 2017

Our Reference: FOI 6755

Dear C Jonwood

In response to your Freedom of Information request I have pleasure in providing the information below:

1. Please provide a breakdown by month of the number of recorded ambulance handover delays over 30 minutes in each month for the past 24 months.
2. Please provide a breakdown by month of the number of recorded ambulance handover delays over 60 minutes (1 hour) in each month for the past 24 months.

Month-Year	30 mins	60 mins
Dec-14	256	53
Jan-15	258	59
Feb-15	190	20
Mar-15	172	40
Apr-15	206	34
May-15	149	13
Jun-15	135	8
Jul-15	120	8
Aug-15	194	13
Sep-15	173	20
Oct-15	118	6
Nov-15	179	10
Dec-15	321	102
Jan-16	355	96
Feb-16	417	274
Mar-16	515	405
Apr-16	390	298
May-16	394	273
Jun-16	308	130
Jul-16	407	308
Aug-16	235	60

Sep-16	260	80
Oct-16	358	134
Nov-16	449	208

3. Please provide a breakdown of any fines or penalties the hospital has incurred associated with ambulance handover delays in each of the past 24 months

Ambulance Penalties

£

Jan-15 (£101,400)
Feb-15 (£41,800)
Mar-15 (£61,800)
Apr-15 (£64,000)
May-15 (£35,000)
Jun-15 (£20,000)
Jul-15 (£26,200)
Aug-15 (£42,200)
Sep-15 (£42,000)
Oct-15 (£22,800)
Nov-15 (£28,000)
Dec-15 (£146,200)
Jan-16 (£144,400)
Feb-16 (£313,400)
Mar-16 (£437,400)
Apr-16 (£318,200)
May-16 (£306,200)
Jun-16 (£157,400)
Jul-16 (£322,400)
Aug-16 (£85,600)
Sep-16 (£108,800)
Oct-16 (£173,200)
Nov-16 (£257,600)
Dec-16 (£455,400)

4. Please provide details of any initiatives that are ongoing or planned to address ambulance handover delays.

Our ambulance delays have been due to an inability to offload and accept the patient. This occurs when the department is full and exit blocked (i.e. the hospital is also full).

There are initiatives ongoing to promote the use of our Ambulatory Care Unit (ACU) thereby diverting suitable patients away to ACU:

- This is happening for GP referred patients the accepting clinician says they can see the patient in ACU.
- ACU is on the Ambulance Directory of Services (so they can choose to go there)
- Patients can be streamed to ACU if deemed suitable at initial presentation or after further assessment

The hospital is working with the CCG to:

- improve outflow from the hospital in terms of delayed transfers of care (DTOCs) as these patients contribute to our exit block
- promote appropriate use of services in the community (rather than coming to ED if the complaint could be dealt with by a GP)

If you feel your enquiry has not been dealt with appropriately, please refer any complaints to the Trust communications department, which will initiate an internal complaint procedure. Complainants who remain dissatisfied with the Trust at the end of the internal complaint procedure have the right to take their complaint to the Information Commissioner.

The Information Commissioner's Office address is:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Alternatively, you can call the ICO helpline on 0303 123 1113. For further information, please visit the Information Commissioner's website at: www.ico.org.uk

Yours sincerely,

Rebecca Bentley

Communications Specialist