

Unscheduled Care report query

2 October 2013

Further to my email of 26 September 2013, I am now in a position to respond to your request for information set out in your email of 20 September 2013 which was for:

With reference to the recent report on Unscheduled Care, published Sept 2013, I would like to request information relating to the Summary of Findings (page 4 of the Executive Summary). Para 17 focuses on the problems involving delayed handovers of patients between ambulance staff and hospital staff at Emergency departments and it infers that little has changed since 2009. I would like to know what the handover delay situation was at two specific hospitals - Wrexham Maelor and Glan Clwyd - both in 2009 and also the first quarter of 2013.

We do not hold recorded information that exactly meets the description of your request. However, we do hold the attached document which covers the period from April 2009 to March 2012, and sets out the monthly performance against the fifteen minute handover target at the two hospitals you refer to. Our recent Unscheduled Care report has more recent all Wales data, but we do not hold data for individual hospitals for 2013.

You may wish to request data for the first quarter of 2013 from the Welsh Ambulance Service NHS Trust. Please see the following link for contact details: <http://www.was-tr.wales.nhs.uk/Default.aspx?pageId=19&lan=en>

You may also be interested in the following report regarding [Betsi Cadwaladr University Health Board](#), although please note that the data contained in the report covers the period from January 2010 to November 2011.

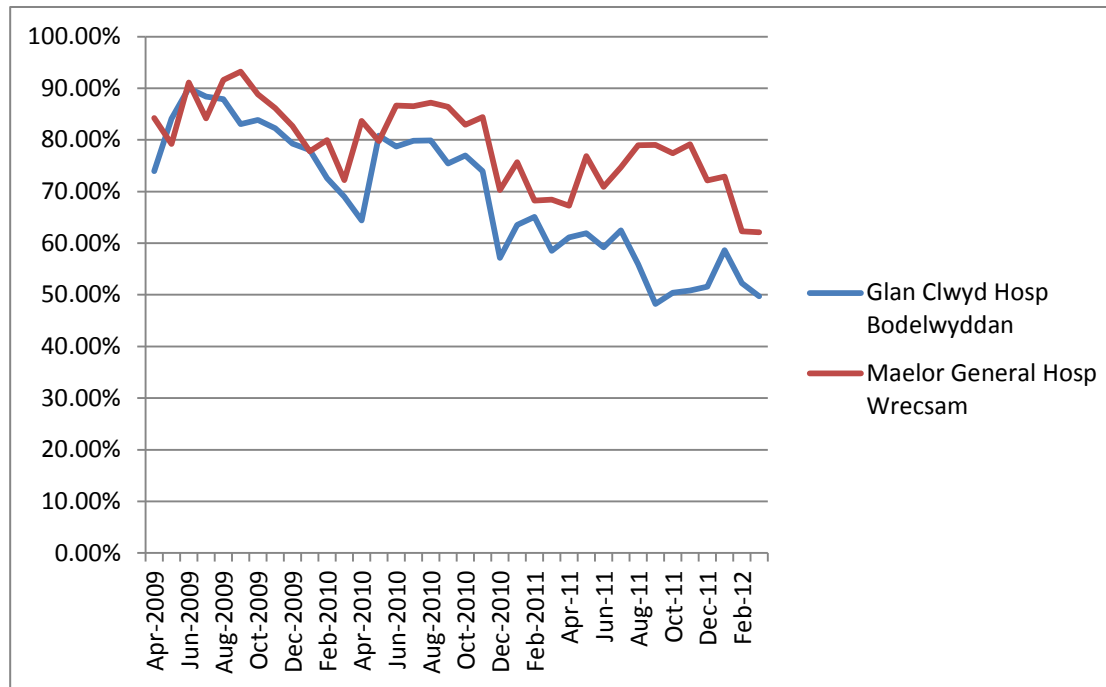
I have not applied any exemptions, however if you wish to complain about my handling of your request, please email or write to me.

If you have any queries, please do not hesitate to contact me.

Yours sincerely

Ian Phillips

Month	Glan Clwyd Hosp Bodelwyddan	Maelor General Hosp Wrecsam
Apr-2009	73.96%	84.25%
May-2009	84.10%	79.20%
Jun-2009	90.01%	91.09%
Jul-2009	88.39%	84.17%
Aug-2009	87.91%	91.59%
Sep-2009	83.03%	93.19%
Oct-2009	83.85%	88.83%
Nov-2009	82.26%	86.16%
Dec-2009	79.29%	82.69%
Jan-2010	78.05%	77.78%
Feb-2010	72.58%	79.98%
Mar-2010	68.98%	72.20%
Apr-2010	64.41%	83.65%
May-2010	80.83%	79.78%
Jun-2010	78.74%	86.65%
Jul-2010	79.81%	86.52%
Aug-2010	79.92%	87.18%
Sep-2010	75.45%	86.37%
Oct-2010	77.00%	82.91%
Nov-2010	73.92%	84.43%
Dec-2010	57.13%	70.30%
Jan-2011	63.54%	75.66%
Feb-2011	65.08%	68.25%
Mar-2011	58.49%	68.44%
Apr-11	61.12%	67.27%
May-11	61.91%	76.87%
Jun-11	59.18%	70.88%
Jul-11	62.46%	74.68%
Aug-11	55.94%	78.96%
Sep-11	48.22%	79.04%
Oct-11	50.41%	77.41%
Nov-11	50.85%	79.17%
Dec-11	51.60%	72.15%
Jan-12	58.61%	72.87%
Feb-12	52.24%	62.28%
Mar-12	49.72%	62.08%



These data show the percentage of patient handovers that were completed within 15 minutes.