**AMBULANCE HANDOVER DELAYS**

**COMPARISON OF LAS PERFORMANCE INFORMATION**

**Health warning**

The performance information on the attached schedules has been extracted from the LAS monthly hospital handover schedules.

These LAS schedules only report handover performance for NON Blue Light conveyances.

They exclude:

* Blue Light calls, and
* Conveyances by other ambulance services, e.g. East of England, to the A&E’s and UCC’s at the London hospitals listed on the attached schedules.

**Contents**

Three schedules are attached. Each schedule summaries a different handover measure.

* The first schedule reports the monthly Average Overrun, that is the portion of handover times which exceeded 15 minutes.
* The second schedule reports the percentage of monthly handovers which exceeded 15 minutes.
* The third schedule reports the Average Daily Hours Lost each month due the portion of hospital handovers which exceed 15 minutes.

Each schedule is laid out in a similar way.

The left-hand side reports the performance for the three months of January, February and March 2018.

Each monthly column has a high to low rank alongside. The three months are sorted in the following sequence: firstly March, then February, and then January.

The performance for each hospital is shaded as follows:

* The worst month is shown in a white font against a black background.
* The second worst is shown against a grey background.

The shading should assist in identifying if an individual hospital is achieving an ‘improvement trajectory’ or not.

**Summary Comments**

The performance at a number of hospitals deteriorated in March. It is possible that this is attributable to some hospitals closing the extra beds they opened in the peak winter months.

The right-hand side of each schedule contains contextual information which indicates how ‘busy’ an individual hospital was in each of the months. This activity information is also ranked.

It will be noted that some very active hospitals have minimal handover delays, e.g. St Thomas’s, and other less busy hospitals, such as Hillingdon and Princess Royal, regularly ‘top the charts’ for these delays.

It will, also be noticed that hospitals with a similar number of handovers have different levels of delays. Examples include Queen Elizabeth and Northwick Park, where the performance differences appear to be due to the markedly differing durations of Overruns in excess of 15 minutes.

The performance of different hospitals in the same acute trust is also worth observing. While both Chelsea & Westminster and West Middlesex, which are in one trust, achieve very similar performance, there is a marked difference between Northwick Park and Ealing hospitals, which are both in a different trust.

This is an initial analysis and all comments and suggestions are most welcome.

JMG May 2018