

LONDON AMBULANCE SERVICE

HANDOVERS EXCEEDING 15 MINUTES FROM ARRIVAL AT HOSPITAL TO PATIENT HANDOVER

NON-BLUE CALLS ONLY

Shading Key

**39.4** = Worst performance for this hospital

**37.9** = Second worst performance for this hospital

Hospital	STP	Average Overrun (in Excess of 15 Minutes)						Comments	CONTEXT - Number of Handovers					
		Jan 2018		Feb 2018		Mar 2018			Jan 2018		Feb 2018		Mar 2018	
		Minutes	Rank	Minutes	Rank	Minutes	Rank		Number	Rank	Number	Rank	Number	Rank
Princess Royal	SE	37.9	1	28.5	1	39.4	1	March worse after Feb improvement	1,764	14	1,522	14	1,581	18
Hillingdon	NW	22.3	4	25.8	2	28.7	2	Worse each month	1,724	15	1,506	15	1,602	16
Northwick Park	NW	28.8	2	20.8	4	25.3	3	March worse after Feb improvement	2,686	2	2,653	1	2,811	1
Royal Free	NC	17.9	6	15.4	8	21.5	4	March worse after Feb improvement	1,477	20	1,289	20	1,455	21
Queens Romford	NE	18.5	5	22.2	3	20.8	5		2,960	1	2,449	2	2,729	2
North Middlesex	NC	17.9	7	11.7	12	16.2	6	March worse after Feb improvement	2,457	3	2,213	3	2,346	4
Barnet	NC	25.8	3	15.7	6	15.7	7		1,634	18	1,425	18	1,587	17
Whipps Cross	NE	13.6	14	13.2	11	14.3	8		1,863	13	1,638	12	1,803	12
University Collage	NC	14.8	9	15.0	9	14.0	9		1,685	17	1,496	16	1,778	13
King Georges	NE	12.4	15	15.5	7	13.8	10		1,220	27	1,072	26	1,171	27
Newham	NE	14.3	10	14.1	10	13.1	11		1,989	10	1,650	11	1,760	14
Lewisham	SE	14.2	11	11.4	13	11.7	12		1,467	21	1,272	21	1,497	20
Whittington	NC	9.5	19	9.5	18	11.6	13		1,621	19	1,328	19	1,565	19
Queen Elizabeth II	SE	13.9	12	10.2	14	11.4	14		2,406	4	2,121	4	2,432	3
Kings College	SE	10.6	16	9.8	17	11.2	15	March worse after Feb improvement	2,080	8	1,857	7	2,111	5
Ealing	NW	15.5	8	9.9	15	10.9	16		1,394	22	1,272	21	1,328	23
Croydon	SW	10.3	17	9.9	16	10.8	17	March worse after Feb improvement	2,262	5	1,862	6	1,996	8
St Helier	SW	13.7	13	16.4	5	10.0	18		1,327	24	1,121	25	1,286	24
St Marys	NW	7.7	21	8.9	20	10.0	19	Marginally worse each month	1,953	11	1,685	10	1,869	10
St Georges	SW	10.3	18	9.3	19	9.6	20		2,082	7	1,839	8	1,954	9
Royal London	NE	7.6	23	8.2	21	8.0	21		2,053	9	1,808	9	2,062	7
Charing Cross	NW	6.4	25	7.3	23	7.9	22	Marginally worse each month	1,248	26	1,071	27	1,224	26
St Thomas'	SE	7.9	20	7.5	22	7.1	23	Improving from low base	2,136	6	1,874	5	2,101	6
Kingston	SW	7.6	22	6.7	25	7.0	24		1,697	16	1,438	17	1,628	15
West Middlesex	NW	6.4	24	7.3	24	6.5	25		1,894	12	1,625	13	1,866	11
Chelsea & West	NW	6.2	26	6.3	26	6.4	26	Marginally worse each month	1,269	25	1,200	23	1,273	25
Homerton	NE	4.5	27	4.8	27	5.0	27	Marginally worse each month	1,377	23	1,188	24	1,423	22

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NON-BLUE CALLS ONLY

Shading Key

90% = Worst performance for this hospital

89% = Second worst performance for this hospital

Hospital	STP	Percentage of Handovers Exceeding 15 Minutes						Comments	CONTEXT - Number of Handovers					
		Jan 2018		Feb 2018		Mar 2018			Jan 2018		Feb 2018		Mar 2018	
		Percent	Rank	Percent	Rank	Percent	Rank		Number	Rank	Number	Rank	Number	Rank
King Georges	NE	89%	1	89%	1	90%	1	March highest						
Newham	NE	87%	2	86%	2	87%	2		1,989	10	1,650	11	1,760	14
Queens Romford	NE	84%	3	84%	3	84%	3		2,960	1	2,449	2	2,729	2
Kings College	SE	78%	4	77%	5	81%	4	March highest	2,080	8	1,857	7	2,111	5
Royal Free	NC	78%	5	72%	7	79%	5	March highest	1,477	20	1,289	20	1,455	21
Hillingdon	NW	78%	6	78%	4	77%	6		1,724	15	1,506	15	1,602	16
Whipps Cross	NE	72%	10	77%	6	76%	7		1,863	13	1,638	12	1,803	12
University Collage	NC	74%	7	68%	11	72%	8	March worse after Feb improvem	1,685	17	1,496	16	1,778	13
Croydon	SW	74%	8	71%	8	71%	9		2,262	5	1,862	6	1,996	8
North Middlesex	NC	72%	9	64%	17	69%	10	March worse after Feb improvem	2,457	3	2,213	3	2,346	4
St Georges	SW	69%	12	69%	10	68%	11		2,082	7	1,839	8	1,954	9
St Marys	NW	62%	16	66%	15	68%	12	March highest	1,953	11	1,685	10	1,869	10
Lewisham	SE	71%	11	67%	12	67%	13		1,467	21	1,272	21	1,497	20
St Thomas	SE	67%	14	70%	9	65%	14		2,136	6	1,874	5	2,101	6
Kingston	SW	69%	13	67%	13	65%	15	Sustained improvement	1,697	16	1,438	17	1,628	15
Charing Cross	NW	60%	17	64%	18	65%	16	March highest	1,248	26	1,071	27	1,224	26
St Helier	SW	65%	15	67%	14	65%	17		1,327	24	1,121	25	1,286	24
Northwick Park	NW	57%	22	51%	23	62%	18	March worse after Feb improvem	2,686	2	2,653	1	2,811	1
Whittington	NC	52%	23	53%	21	59%	19	March highest	1,621	19	1,328	19	1,565	19
Royal London	NE	58%	20	65%	16	58%	20		2,053	9	1,808	9	2,062	7
Princess Royal	SE	59%	19	57%	19	54%	21	Sustained improvement	1,764	14	1,522	14	1,581	18
Ealing	NW	60%	18	52%	22	53%	22		1,394	22	1,272	21	1,328	23
Barnet	NC	58%	21	54%	20	53%	23	Sustained improvement	1,634	18	1,425	18	1,587	17
Chelsea & West	NW	42%	25	48%	24	43%	24		1,269	25	1,200	23	1,273	25
West Middlesex	NW	43%	24	47%	25	43%	25		1,894	12	1,625	13	1,866	11
Queen Elizabeth II	SE	40%	26	33%	26	36%	26	March worse after Feb improvem	2,406	4	2,121	4	2,432	3
Homerton	NE	27%	27	31%	27	33%	27	March highest	1,377	23	1,188	24	1,423	22

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Shading Key

**27.3** = Worst performance for this hospital

**25.7** = Second worst performance for this hospital

Hospital	STP	AVERAGE DAILY Hours Lost						Comments	CONTEXT - Average Daily Number of Handovers							
		Jan 2018		Feb 2018		Mar 2018			Jan 2018		Feb 2018		Mar 2018			
		Hours	Rank	Hours	Rank	Hours	Rank		Number	Rank	Number	Rank	Number	Rank		
Queens Romford	NE	24.6	1	27.3	1	25.7	1			95.5	1	87.5	2	88.0	2	
Northwick Park	NW	23.7	2	16.9	3	23.6	2	March worse after Feb improvement			86.6	2	94.8	1	90.7	1
Hillingdon	NW	16.1	5	18.1	2	19.1	3	Worse each month			55.6	15	53.8	15	51.7	16
Princess Royal	SE	21.1	3	14.7	4	17.9	4	March worse after Feb improvement			56.9	14	54.4	14	51.0	18
North Middlesex	NC	17.1	4	9.9	6	14.1	5	March worse after Feb improvement			79.3	3	79.0	3	75.7	4
Royal Free	NC	11.1	8	8.5	10	13.4	6	March worse after Feb improvement			47.6	20	46.0	20	46.9	21
Newham	NE	13.2	6	12.0	5	10.8	7				64.2	10	58.9	11	56.8	14
Whipps Cross	NE	9.8	10	9.9	7	10.5	8	Worse each month			60.1	13	58.5	12	58.2	12
Kings College	SE	9.3	11	8.3	11	10.4	9	March worse after Feb improvement			67.1	8	66.3	7	68.1	5
University Collage	NC	9.9	9	9.1	8	9.7	10	March worse after Feb improvement			54.4	17	53.4	16	57.4	13
Croydon	SW	9.2	12	7.8	12	8.3	11	March worse after Feb improvement			73.0	5	66.5	6	64.4	8
King Georges	NE	7.2	16	8.8	9	7.8	12				39.4	27	38.3	26	37.8	27
Barnet	NC	13.1	7	7.2	14	7.1	13				52.7	18	50.9	18	51.2	17
St Georges	SW	7.9	13	7.0	15	6.9	14				67.2	7	65.7	8	63.0	9
St Marys	NW	5.0	20	5.9	16	6.8	15	Worse each month			63.0	11	60.2	10	60.3	10
Lewisham	SE	7.9	14	5.8	17	6.3	16	March worse after Feb improvement			47.3	21	45.4	21	48.3	20
Whittington	NC	4.3	23	4.0	21	5.7	17	March worse after Feb improvement			52.3	19	47.4	19	50.5	19
Queen Elizabeth II	SE	7.3	15	4.3	20	5.4	18	March worse after Feb improvement			77.6	4	75.8	4	78.5	3
St Thomas'	SE	6.0	19	5.8	17	5.2	19				68.9	6	66.9	5	67.8	6
Royal London	NE	4.9	21	5.8	19	5.2	20				66.2	9	64.6	9	66.5	7
St Helier	SW	6.3	18	7.3	13	4.5	21				42.8	24	40.0	25	41.5	24
Eaiing	NW	7.0	17	3.9	22	4.2	22				45.0	22	45.4	21	42.8	23
Kingston	SW	4.8	22	3.9	23	4.0	23				54.7	16	51.4	17	52.5	15
Charing Cross	NW	2.6	25	3.0	25	3.4	24	Worse each month			40.3	26	38.3	27	39.5	26
West Middlesex	NW	2.8	24	3.3	24	2.8	25				61.1	12	58.0	13	60.2	11
Chelsea & West	NW	1.8	26	2.1	26	1.9	26				40.9	25	42.9	23	41.1	25
Homerton	NE	0.9	27	1.0	27	1.3	27				44.4	23	42.4	24	45.9	22
		<b>255.0</b>		<b>221.5</b>		<b>242.0</b>				<b>1,604.0</b>		<b>1,402.4</b>		<b>1,556.1</b>		