

Ambulance Handover Position Statement

South Devon Healthcare Foundation Trust, South Western Ambulance Services Trust
& Torbay Care Trust

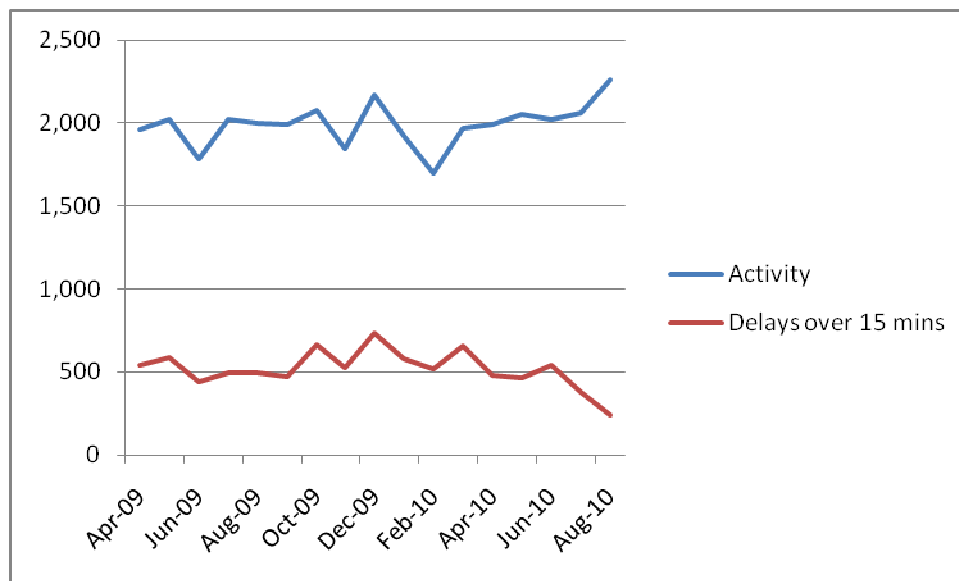
Introduction

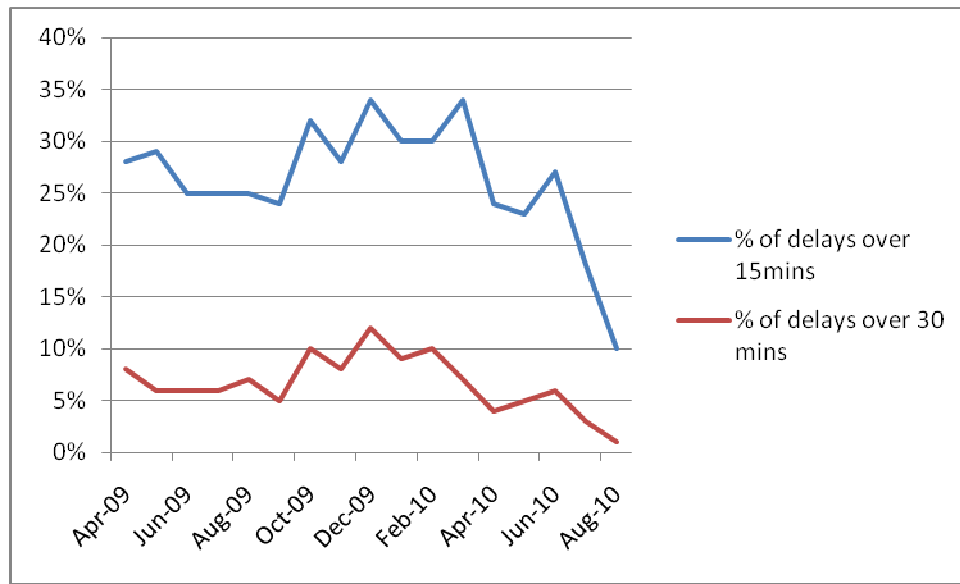
A handover is the time that both clinical and physical care of a patient is handed over from ambulance staff to hospital staff and included the time taken to for both the verbal handover and physical transfer of the patient to a hospital chair, bed or trolley. The handover time and reason for delay (if applicable) should be jointly recorded by both ambulance staff & hospital staff using the Ambulance Arrivals System (AAS). If AAS is not used times will be monitored from information within Mobile Data Terminals (MDT) which are located within the SWAST vehicle.

SDHFT currently has one of the highest proportion of handovers recorded using AAS at over 90%.

Current position

Average handover time within SDHFT is approximately 9 minutes (2nd Aug-5th September) which was the lowest in the South West. Eliminating handover delays is a priority for both SDHFT and SWAST. Significant achievement has been made in July and August as demonstrated in the graphs below.





Actions

The Clinician to Clinician (C2C) handover group has been reconvened. Meetings will be held weekly during August & September and frequency considered at the Emergency Care Network (ECN) in September, but will remain monthly as a minimum. The group will:

1. Produce a plan detailing actions enabling SDHFT to eliminate delays of over 30 minutes
2. Increase joint AAS 'sign off' by SDHFT & SWAST.
3. Enable elements of the A&E coordination role to be standardised within SDHFT.
4. Undertake audit during August to establish accuracy of existing data.
5. Monitor previous weeks activity and jointly produce exception reports as required (see below).
6. Self monitor action plan and report monthly to ECN.
7. Daily validation for 30 minute delays

Exception Reports

From the 1st May 2010, exception reports must be provided if there is;

- One or more handover delay in excess of two hours – SDHFT CEO or ED email or call Director of Finance and Performance, NHS SW, no more than one working day after the event, and if;
- One or more handover delay in excess of one hour and / or 15% or more ambulance handovers in one week take in excess of 30 minutes - report detailing incident and subsequent actions to be provided to Performance Manager at NHS SW via TCT no more than five working days after the week in question.