

**Freedom of Information Request**

**Ref: 25-113**

25 February 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**Under the FOI Act, please could you supply the following information.**

- **Since the start of 2021-22, has your trust enacted a model which sets a 'maximum' time for patient handovers between ambulances and your A&E department?**

No

- **If so, please describe how the 'maximum handover times' works at your trust**

Not applicable

- **In which month and year was this first enacted? How often has this model been enacted?**

Not applicable

- **Is the 'maximum handover time' still in use now? If not, why not?**

Not applicable

- **Has there been any assessment of the impact of the 'maximum handover time'? If so, please give details.**

Not applicable

- **If not, do you have plans to enact such a 'maximum handover time' in the next six months?**

No

- **If you're not planning to introduce a 'maximum handover time', please could you explain why?**

University Hospitals Bristol and Weston NHS Foundation Trust policies align with the NHS

national standards for ambulance handover times, with the aim to take handover to the Emergency Department within 15 minutes, with none waiting for more than 30 minutes.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**