

Thursday 6 February 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 5 February 2025. I am pleased to confirm the following.

Since the start of 2021-22, has your trust enacted a model which sets a 'maximum' time for ambulance handovers to your A&E departments? These have been commonly referred to as 'maximum handover times', 'duty to rescue' or 'w45/60'

Yes, we sign up to W45

If so, please describe how the 'maximum handover times' works at your trust – how long is the 'maximum' ambulance handover set at your trust and what triggers its use?

We have two handover bays within the ED at all times which enables us to off load ambulances within 45 mins of arrival.

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

The maximum 60 minute handover of crews has been in place since before covid with the W45 coming into play from Dec 24. We have a track record of working alongside our ambulance colleagues to off load ambulance in a timely way.

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

Yes

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

Dynamic assessments and changes in working on the day according to demand

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

N/A

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

N/A

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Team Lead
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the 'Re-use of Public Sector Information Regulations' and best practice.
