

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-022025-0001406

**Date:** 6.3.25

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Request**

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?
- If so, please describe how the 'maximum handover times' works at your trust
- In which month and year was this first enacted? How often has this model been enacted?
- Is the 'maximum handover time' still in use now? If not, why not?
- Has there been any assessment of the impact of the 'maximum handover time'? If so, please give details.
- If not, do you have plans to enact such a 'maximum handover time' in the next six months?
- If you're not planning to introduce a 'maximum handover time', please could you explain why?

**Response**

The Trust sets ambulance handover expectations in line with national guidance, and do not set local policies.

We intend to continue with national guidance and therefore will not be setting our own local maximum standards.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**