

New Serious Untoward Incident (SUI) category:

“Delayed Ambulance Service / Emergency Department (ED) handovers greater than 60 minutes” (Nov 09)

Following the recent release of the **“NHS London Emergency Department Capacity Management and Closure Policy”** which was effective on 16th November 2009, we have produced the following Frequently Asked Questions (FAQs) and responses;

Q. What is the timeframe for submitting the final SUI report?

A. 60 working days, consistent with the current SUI policy.

Q. Do organisations need to report delays involving other ambulance services e.g. East of England/ South East Coast?

A. Initially it was decided that they were not to be counted as SUIs and that this arrangement only applied to LAS. This has now been revised and any delays in handover from any ambulance crews to the Emergency Departments greater than 60 minutes must be reported as SUIs.

Q. When does the hour start?

A. From the time that the ambulance crew hit the ‘Red at hospital’ button. This is their signal to the Ambulance/LAS control that they have reached the ED.

Q. If there is an incident where more than one ambulance is delayed as part of the same episode; can these delays be reported as a single SUI and covered in a single report?

A. Yes, but only if the delays occur on the same day and have the same cause. If they occur on another day, the reasons could be different and a separate investigation/report is required.

Q. Is there a customised template/guidance for completion by trusts?

A. Yes, one has been designed and will be forwarded to trusts to use if they find it helpful. This will be forwarded to each trust as they declare this type of SUI. It is not compulsory to use it; however it may aid organisations in their investigation process.