

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/10500

Date Received: 5th February 2025

Response Due: 5th March 2025

Date: 5th March 2025

Dear Sir/Madam

With reference to your request for information received on 5th February 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1. **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'**
No.
2. **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?**
N/A.
3. **In which month and year was this first enacted? How often has this model been enacted?**
N/A.
4. **Is the 'maximum handover time' still in use now? If not, why not?**
N/A.
5. **Has there been any assessment of the impact of the 'maximum handover time'? If so, please give details.**
N/A.
6. **If not, do you have plans to enact such a 'maximum handover time' in the next six months?**
No.

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

The Trust uses the national standard of 30 minutes instead. Long handover delays are investigated and reported to the ICB.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Stenton
Interim Director of Operations and Performance
Medicine Division

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111