

Reference:	FOI.15720.24
Subject:	Ambulance waits, escalation and patient areas
Date of Request:	14 October 2024

Requested:

With regards to Wednesday 2/10/2024 at Glangwili General Hospital, over that 24 hour period.

1. What was the longest ambulance wait?
2. What site escalation level were we at? Did it change during the 24 hour period, if so at what time and to what level?
3. How many patients were boarded in non patient designated areas? If so what areas?
4. During the 24 hours period of Wednesday the 2/10/2024 what was the minimum and maximum ambulances waiting more than 1 hour to hand over patients?
 - a. How many were waiting longer than 3 hours?

Response:

1. Hywel Dda University Health Board (UHB) confirms that the longest ambulance wait at Glangwili General Hospital (GGH) was seven (7) hours, seven (7) minutes and eight (8) seconds, on 2 October 2024.
2. The UHB confirms that GGH was on escalation status Red and remained at this level on 2 October 2024.
3. The UHB does not hold the requested information, as it was not routinely recorded for the date required. However, the Welsh Ambulance Services University NHS Trust (WAST) may hold the information requested.

We therefore recommend that you redirect these parts of your request to the Freedom of Information Team in WAST, who should be able to help you with your enquiry. Contact details are as follows:-

FOI.amb@wales.nhs.uk or alternatively, you can contact: Freedom of Information Officer, Welsh Ambulance Services University NHS Trust Headquarters, Ty Elwy, Unit 7, Ffordd Richard Davies, St Asaph Business Park, St Asaph, Denbighshire, LL17 0LJ.

4. The UHB provides within the table below the minimum and maximum waiting times for ambulances that waited over one (1) hour for the handover of patients at GGH, on 2 October 2024.

Minimum wait	01:03:20
Maximum wait	07:07:08

- a. The UHB confirms that fourteen (14) ambulances waited three (3) hours or more at GGH to hand over patients, on 2 October 2024.