



**Scottish
Ambulance
Service**

Working in Partnership with Universities



Kevin Stewart

Our ref FOI 26-093

13th March 2026

Dear Kevin,

FREEDOM OF INFORMATION REQUEST

Thank you for your email requesting information under the Freedom of Information (Scotland) Act 2002, which has now been processed.

Detail

Prior to the next rest break meeting, could you provide unison with information in relation to hospital turnaround times, What is the average turnaround time in Lanarkshire, Ayrshire, Aberdeen, Edinburgh?
What is the longest time an ambulance has had to turnaround due to hospital delays?
What is the monthly over run hours per region ?

Response

The Turnaround time is calculated from when an ambulance arrives at hospital to the point of departure. These turnaround times are affected by a wide range of factors, including ambulance staff cleaning vehicles following patient transportation, supporting the ongoing care of the patient and on occasions providing statements to the police.

Our local management teams are working closely with Health Boards to ensure that ambulances are released as quickly as possible

Please see the attached sheet detailing the average turnaround times for Aberdeen Royal Infirmary, Edinburgh Royal Infirmary, University Hospital Ayr, University Hospital Crosshouse, University Hospital Hairmyres, University Hospital Monklands and University Hospital Wishaw only. This information has the date range of 01/01/2024 - 31/01/2026.

For context, we have also included the total number of conveyances to each hospital, the average, median¹, 90th percentile² and maximum turnaround times for each emergency department above broken down by month.

Please see the attached sheet detailing the monthly over-runs for each Region as requested. These have been given in hours.

Please note caution when interpreting this data – In September 2025, the Scottish Ambulance Service transitioned how this information was submitted to payroll. Where previously staff submitted paper timesheets to be input, since September the information is extracted directly from the scheduling system.

¹ This time runs from when the crew arrive at the hospital to when they are clear from the incident.

² The time in which 90% of SAS Crews spend at hospital as a result of conveying a patient. This time runs from when the crew arrive at the hospital to when they are clear from the incident.



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Yours sincerely,
Siobhan Anderson
Information Governance

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Review Procedure

If you are not satisfied with our response to your request for information, you may apply for a review of our decision in writing within 40 working days of the date of this notice and include:

- An address for further correspondence;
- A description of the original request; and
- The reason(s) why you are dissatisfied with our decision.

You should address your request for a review of decision to:

Katy Barclay
Head of Business Intelligence
Scottish Ambulance Service
National Headquarters,
Gyle Square,
1 South Gyle Crescent,
Edinburgh, EH12 9EB
0131 314 0000
E-mail: Katy.Barclay2@nhs.scot

The requests for a review would be passed to another manager who was not involved in the original decision to assess the application.

Following the review, you would receive notice of the result as soon as possible but in any case within 20 working days of us receiving it. Our response would explain the decision of the reviewer as well as details of how to appeal to the Office of the Scottish Information Commissioner if you remain dissatisfied with the review decision reached by us.

If you wish to appeal to the Scottish Information Commissioner, you may do so at the details below:

Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
KY16 9DS

Telephone: 01334 464610
e-mail: enquiries@foi.scot

You can also make your appeal online via the Commissioner's website at [Appeal to the Commissioner | Scottish Information Commissioner \(foi.scot\)](#). This link gives you help in real time explaining exactly what is needed so the Commissioner can investigate your case quickly.