STALLED Patient Notification v1.8 22/01/2026

This patient notification contains information about our research study called STALLED**:**
What works to improve SafeTy, pAtient experience, outcomes and costs reLated to deLayed ambulance handovers at Emergency Departments?
A whole system approach

1. What is the study about?

There has been a problem in the UK and other countries for many years, that at busy times some Emergency Departments (ED) can't manage the flow of patients. Patients stay in the ambulance sometimes for several hours. In some areas this is rare, in others it is common. When ambulances are queuing, patients are not receiving full ED care and ambulances are unavailable, so there are domino effects on patients and staff around the urgent and emergency care system. We want to show what works to reduce harms related to ambulance queuing.

This research has received government funding through the National Institute of Health Research (NIHR) - Health and Social Care Delivery Research (HSDR) Programme (https://www.nihr.ac.uk/explore-nihr/funding-programmes/health-and-social-care-delivery-research.htm). It is led by Swansea and Cardiff Universities in partnership with academic and NHS organisations, including the following ambulance service sites:

- West Midlands Ambulance Service University NHS Foundation Trust
- South Western Ambulance Service NHS Foundation Trust
- North West Ambulance Service NHS Trust
- South Central Ambulance Service NHS Foundation Trust

2. What data will be collected and how it will be used?

We are using four sources of data in this study – routine linked ambulance service and hospital data, hospital case notes, patient questionnaires and patient interviews. Patients selected for questionnaire/interview will be directly contacted by their hospital team and invited to participate if they wish.

We will collect data for people that live within the catchment area of participating hospitals within the ambulance service areas listed above who self-presented to ED or called 999 between 1st September 2024 and 31st August 2025.
We will look at routine data for those patients and compare outcomes across sites. For this, NHS staff working in this study will run a computer-assisted search at each site to identify patients, and prepare data for linkage with routinely collected data. This data is held in NHS England database (https://digital.nhs.uk/).
For data linkage, the NHS staff will use a process known as split file. In this process, identifying information (for example name, NHS number, date of birth) will be separated from clinical

information (for example date of admission to hospital). This data will be transferred to SAIL Databank (https://saildatabank.com/) for linkage with routinely collected data and analysis.

SAIL Databank is a safe platform for data sharing, linking and analysis. Only authorised researchers with appropriate training in data protection and confidentiality can access SAIL.

For some of the identified patients, NHS site staff will gather case notes for review by ED doctors and paramedics. Where the reviewer finds proof of a patient safety episode, a description of what happened will be entered into a specially designed Case Report Form and stored on a server at Swansea University. This Form will not contain patient identifiable information. It will instead include a unique patient study number, meaningless outside of the hospital.

Questionnaires about their emergency experiences will be sent to selected patients. In the questionnaire we will ask for permission to link questionnaire responses to the patient routine data outcomes, and also for expressions of interest in taking part in an interview.

Data linkage and case notes review involve the use of confidential patient information without consent and received ‘s251’ support from the Health Research Authority (HRA), on advice from the Confidentiality Advisory Group (CAG).

Data processing is carried out under Articles 6 (1) (e) and 9 (2) (j) of the General Data Protection Regulations (GDPR). Data will be stored in a secure environment within Swansea University and only accredited researchers will have access to this data. We will report grouped results, and we will ensure that individuals cannot be identified in them. Data security arrangements within Swansea University conform to standards specified by the Health Research Authority, NHS England, and SAIL. Data will be archived for 10 years following the study.

3. Who has reviewed the study?

Our research has been approved by:

- London – Queen Square Research Ethics Committee (reference: 24/LO/0792)
- NHS Health Research Authority Confidentiality Advisory Group (ref 15/CAG/0019)

4. How we will report our findings?

We will publish our results in peer-reviewed, open access academic journals. This ensures that anyone who wishes can access the results free of charge. We will also present the study at relevant emergency and urgent care conferences. In addition, we will produce an end of study report and a separate summary document for the public, for our funder, for participating sites and other stakeholders. It will not be possible to identify any patient from the published results.

5. Opting out

Patients can optout of their data being used in this study prior to data analysis by:

- contacting their local site researcher Dr. Helen Pocock at Research.Governance@scas.nhs.uk

OR

- via the National Data Opt Out website or telephone (0300 3035678).

Your care and treatment will be not be affected by choosing to opt out of your data being used in the study.

6. What if there is a problem/question?

If you have questions or concerns, please contact:

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Data protection officer	Paul Westmore Swansea University dataprotection@swansea.ac.uk
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Thank you for taking the time to read this patient notification and for taking an interest in this research study.