



Ref: FOIA Reference 2018/19-006

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 6th April 2018

Tel: 01782 676474
Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 4th April 2018 (received into our office 5th April) requesting information under the Freedom of Information Act (2000) regarding outpatient appointments for the Haywood Hospital in addition to our response to FOI request reference 147-18b.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Previous FOI response 147-18b

I would like to know the following under the FOI Act for each of the following calendar years:

- 2013
- 2014
- 2015
- 2016
- 2017:

- a. the number of booked outpatient appointments in each hospital in the Trust in each of the past five calendar years*
- b. the number of missed outpatient appointments in each hospital in the Trust in each of the past five calendar years*
- c. any estimates of the cost of the missed appointments to the Trust in each calendar year*

New request:

Do you also have the information for the Heywood Hospital?

I have been informed by the Nigel Heath, the FOI Officer at Staffordshire and Stoke on Trent Partnership NHS Trust, that the outpatient appointments for the Haywood Hospital are regulated by University Hospitals of North Midlands NHS Trust.

A1 Information not held by the Trust: you may wish to contact Staffordshire and Stoke on Trent Partnership (SSOTP) at the following email address: foi@ssotp.nhs.uk

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Mojgan Casillas
Interim Information Governance Manager

Dear Sir / Madam,

In an effort to improve the service provided by the University Hospital of North Midlands UHNM Trust, we would like to hear about your experiences of the service provided by the Freedom of Information request team. This information will be used to monitor the quality of our responses to Freedom of Information requests and improve this in the future.

Please could you fill out our Freedom of Information Satisfaction Survey and let us know about your experience. Any information you provide will be anonymous, however, if you are not happy with the service we provided and wish us to review your case please add your Freedom of Information request reference number and email address at the end of the survey for us to respond.

1) How well did the response answer your request?

Fully Mostly Partly Not at all

2) Did you receive your requested information within 20 working days?

Yes No

3) What was the overall quality of service provided?

Very good Good Satisfactory Poor

4) Is there anything we could do to improve the service provided in the future?

Thank you for your help.

Information Governance Team

Please reply to foi@uhnm.nhs.uk