

Ref: FOIA Reference 2018/218

Royal Stoke University Hospital
Quality, Safety and Compliance Department
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Staffordshire
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Date: 1st August 2018

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

Dear

I am writing in response to your email dated 15th July 2018 (received into our office 16th July) requesting information under the Freedom of Information Act (2000) regarding pathology demand management.

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 Does the Pathology Laboratory in your organisation use Demand Management to manage Pathology requests?

A1 Yes

Q2 If the Pathology Laboratory does not make use of Demand Management, why not?

A2 Not applicable

Q3 If the Pathology Laboratory does make use of Demand Management, what methods do you use?

EG. Is it carried out at time of request, using a function of electronic requesting software or are unnecessary requests screened out once the sample reaches the laboratory?

A3 Please see below:

- Order-comms requesting = decision support, educational information, links to pathways/protocols/guidance, duplicated request warnings.
- Laboratory LIMS = flags for duplicate requests (manual decision to accept/reject request).
- Other processes = vetting of send-away/specialist tests for appropriateness (reject if not indicated).
- Other inappropriate tests are rejected and an explanation as to why is sent back to the requester

Q4 Which Pathology disciplines use demand management the most?

A4 Biochemistry

Q5 What tests is demand management most frequently used for?

A5 Please see below:

- Biochemistry tests (i.e.) HbA1C
- Demand management advocated and is Pathology wide

Q6 How many samples did the Pathology Laboratory in your organisation process last year (April 17-March 18)?

A6 11,642,485

Q7 How many samples were not tested due to being screened out by using demand management techniques? How is this measured?

A7 Microbiology rejected 10,568 samples between April 2017 and March 2018 as an example record of rejection on the laboratory information management system (LIMS)

Q8 Does your organisation promote demand management to clinical staff who request pathology tests? How is it promoted?

A8 Please see below:

- Encouraging users to access the Pathology Website
- Contact between Pathology clinical staff and users of the service, formally or informally
- Messaging on reports
- Master classes to GPs from lab clinicians
- Pathology Demand Management Operational Policy in place

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

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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,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance