



Ref: FOIA Reference 2018/19-284

Date: 15<sup>th</sup> August 2018

Tel: 01782 676474

Email [FOI@uhn.nhs.uk](mailto:FOI@uhn.nhs.uk)

Dear

I am writing in response to your email dated 7<sup>th</sup> August 2018 requesting information under the Freedom of Information Act (2000) regarding General CCG Info.

We replied via email the same day advising you the UHNM is not a CCG and supplied you with email contacts for the local CCG's.

You replied via email with the following:

*"I apologize for my error. I was meant to direct the email to you to receive information about the University Hospitals (I am looking for information about acute Trusts). Would it be possible to continue with the request?"*

On 13<sup>th</sup> August 2018 we contacted you via email as we required clarification on points (c and e) and what you meant by "appointments"

On the same day you replied with the following:

*"By appointments; I mean the number of appointments that occurred between within the Trust (as made and scheduled by either patients or staff).*

*I'd like to ultimately know how many appointments the Trust had during 2017 with each type of health-care professional."*

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in questions 1 (d and f) is not held centrally, but may be recorded in individual departmental/ staff records. In order to confirm whether this information is held we would therefore have to individually access all departmental/ staff records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all departmental/ staff records and then extracting relevant information would take longer than the 18 hours allowed for.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just the questions we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

As of 1<sup>st</sup> 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 General CCG Info**

**Estimated catchment population for the CCG (for 2017)?**

**Date range; 2017 January - December 2017 (inclusive), Segmented monthly for all data if possible**

**Employee information**

**Number of each healthcare type\* per department\*\* for each healthcare type in each department**

**Appointments;**

**Number of new appointments, follow up appointments and telephone appointments (as three separate numbers if possible)**

**Average (contracted) number of hours worked per month per employee type number of scheduled appointments per month**

**Average appointment time\*\*\*\* (if scheduled or recorded) for each health care type in each department for each type of appointment or department recommended**

**Average salary of each employee type in each department**

A1 Please refer to the table below: (As clarified above.)

<p>a) Estimated catchment population for the CCG (for 2017)? =Amended to Trust as per your clarification above</p>	<p>We provide a full range of general acute hospital services for approximately 900,000 people living in and around Staffordshire and beyond. The Trust also provides specialised services, such as Trauma, for three million people in a wider area, including neighbouring counties and North Wales. Further information can be found at the following link: <a href="http://www.uhnm.nhs.uk/aboutus/Pages/Our-Hospital.aspx">http://www.uhnm.nhs.uk/aboutus/Pages/Our-Hospital.aspx</a></p>																	
<p>Date range; 2017 January - December 2017 (inclusive), Segmented monthly for all data if possible</p>																		
<p style="text-align: center;">Employee information</p>																		
<p>b) Number of each healthcare type* per department** for each healthcare type in each department</p>	<p>Please refer to the attached spread sheet</p>																	
<p style="text-align: center;">Appointments;</p>																		
<p>c) Number of new appointments, follow up</p>	<p>2017 January - December 2017 (inclusive) please note that we are unable to split this down further.</p> <table border="1" data-bbox="325 2011 1477 2040"> <thead> <tr> <th data-bbox="325 2011 683 2040"></th> <th data-bbox="684 2011 963 2040">Appointment Outcome</th> <th data-bbox="965 2011 1082 2040">New</th> <th data-bbox="1083 2011 1200 2040">Follow-</th> <th data-bbox="1201 2011 1318 2040">Telephone</th> <th data-bbox="1319 2011 1477 2040">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="325 2042 683 2040"></td> <td data-bbox="684 2042 963 2040"></td> <td data-bbox="965 2042 1082 2040"></td> <td data-bbox="1083 2042 1200 2040"></td> <td data-bbox="1201 2042 1318 2040"></td> <td data-bbox="1319 2042 1477 2040"></td> </tr> </tbody> </table>							Appointment Outcome	New	Follow-	Telephone	Total						
	Appointment Outcome	New	Follow-	Telephone	Total													

appointments and telephone appointments (as three separate numbers if possible)				<b>up</b>		
	Consultant	2 - Cancelled by Patient	34985	52588	19	<b>87592</b>
		3 - Did Not Attend	20932	30925	23	<b>51880</b>
		4 - Cancelled by Hospital	50579	60000	103	<b>110682</b>
		5 - Attended	227821	363700	909	<b>592430</b>
			<b>334317</b>	<b>507213</b>	<b>1054</b>	<b>842584</b>
		<b>Appointment Outcome</b>	<b>New</b>	<b>Follow-up</b>	<b>Telephone</b>	<b>Total</b>
	Allied Healthcare Professional	2 - Cancelled by Patient	12014	21219	26	<b>33259</b>
		3 - Did Not Attend	7393	10816	81	<b>18290</b>
		4 - Cancelled by Hospital	5692	12958	62	<b>18712</b>
5 - Attended		72927	145067	865	<b>218859</b>	
		<b>98026</b>	<b>190060</b>	<b>1034</b>	<b>289120</b>	
<b>Overall Total</b>		<b>432343</b>	<b>697273</b>	<b>2088</b>	<b>1131704</b>	
d )Average (contracted) number of hours worked per month per employee type	Section 12 exemption					
e ) number of scheduled appointments per month	(Total Number of Attended + Total DNAs / 12) = 73455 per month.					
f ) Average appointment time (if scheduled or recorded) for each health care type in each department for each type of appointment or department recommended	Section 12 exemption					
g )Average salary of each employee type in each department	I can confirm that the Trust holds information regarding salaries but feel this information is exempt under section 21: <i>information reasonably accessible by other means</i> . This is because the information is available via the AfC website at the following link: <a href="http://www.nhsemployers.org/your-workforce/pay-and-reward/agenda-for-change/pay-scales/annual">http://www.nhsemployers.org/your-workforce/pay-and-reward/agenda-for-change/pay-scales/annual</a>					

\*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](http://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**