



Ref: FOIA Reference 2020/21-575

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 16th April 2021

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 16th March 2021 requesting information under the Freedom of Information Act (2000) regarding ophthalmology

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS

On the same day we contacted you via email as we required the following clarification:

- 1. Number of ophthalmology outpatient attendances, cancellations and did not attends.** – Please you clarify what you mean by cancellations – is this hospital cancellations, patient cancellations or both?
- 2. The number of referrals made for an ophthalmology specialist appointment** – Please can you clarify what you mean by “referrals made” and a “ophthalmology specialist appointment”. Trust don’t make referrals, they receive referrals from GPs, opticians etc.
- 3. The number of patients waiting 18 weeks or longer for a referral for an ophthalmology specialist appointment** – Please can you clarify what you mean – is the question is referring to patients waiting for a GP to make a referral into the Trust for an appointment or is it the Trust making a referral on to another Trust for an appointment?
- 6. The number of regular “check-up” appointments that have been cancelled** – Please can you clarify what you mean by a regular “check-up” appointment as this is terminology we do not use? Also it doesn’t state if this is for ophthalmology only or all specialities – we would be making assumptions as to you are referring to.
- 7. The number of AMD treatment appointments that have been cancelled** – Please can you clarify what you mean by “AMD treatment appointments” – what does AMD mean?
- 8. The number of patients who have had a virtual appointment, either by phone, video conferencing or any other means.** – Please can you clarify if this relates to ophthalmology only or all specialties as it does not state – again we would be making assumptions as to what the you are referring to?

On 24th March 2021 you replied via email with the following:

“Thank you for your email. For clarification

- 1. Both hospital and patient cancellations. If possible could you please present these two figures separately*
- 2. I mean referrals received from GPs, and please ignore the word "speciality". I am seeking data on all ophthalmology appointments*
- 3. Patients waiting for more than 18 weeks between their GP making a referral to your trust and them receiving treatment from your trust.*
- 6. By check-up I mean any Ophthalmology appointment that is not for the administration of a treatment or the performance of a surgical procedure - for example please include data for follow up appointments, regular monitoring appointments, post op care appointments, but not cataract removal procedure appointments or anti-VEGF injection appointments.*
- 7. By treatment for AMD I mean any appointment during which a clinician administers a treatment for Age Related Macular Degeneration (AMD), for example an Anti-VEGF intravitreal injection.*
- 8. Just ophthalmology, please”.*

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 For the following questions, please supply the data broken down by month, for the calendar years 2019, 2020, and 2021:**
- 1. Number of ophthalmology outpatient attendances, cancellations and did not attends.**

A1 Outpatient Attendances:

Month	2019	2020	2021
Jan	6314	7041	4441
Feb	6702	6691	4731
Mar	6978	5202	4545
Apr	6385	2218	
May	6826	2668	
Jun	6269	3780	
Jul	6951	4763	
Aug	6255	4714	
Sep	6083	4581	
Oct	7165	5097	
Nov	6990	4897	
Dec	6325	4566	

Outpatient Patient Cancellations:

Month	2019	2020	2021
Jan	1139	1448	1480
Feb	1122	1519	1163
Mar	1228	2398	1145
Apr	1119	988	
May	1424	595	
Jun	1226	571	
Jul	1371	696	
Aug	1184	991	
Sep	1244	1222	
Oct	1385	1206	
Nov	1489	1453	
Dec	1591	1581	

Outpatient Hospital Cancellations:

Month	2019	2020	2021
Jan	1198	1309	707
Feb	1185	1305	1039
Mar	1198	2578	736
Apr	1184	2886	
May	1324	1206	
Jun	1143	1892	
Jul	1594	1663	
Aug	1119	1332	
Sep	1140	1064	
Oct	1458	895	
Nov	1524	853	
Dec	1213	1056	

Outpatient DNA's:

Month	2019	2020	2021
Jan	559	431	523
Feb	532	387	465
Mar	569	471	437
Apr	623	322	
May	614	218	
Jun	536	210	
Jul	588	309	
Aug	527	429	
Sep	449	441	

Oct	574	612	
Nov	520	634	
Dec	407	611	

Q2 The number of referrals made for an ophthalmology specialist appointment

A2 See below:

Month	2019	2020	2021
Jan	1836	1877	1187
Feb	1928	1853	1217
Mar	2043	2241	1304
Apr	1954	1278	
May	2040	856	
Jun	1823	1069	
Jul	1858	1070	
Aug	1591	1092	
Sep	1619	1126	
Oct	1870	1166	
Nov	1860	1233	
Dec	1703	1303	

Q3 The number of patients waiting 18 weeks or longer for a referral for an ophthalmology specialist appointment

A3 This based on the patients who attended during each month and calculated how long they had waited up to the appointment date, the below are the months of those who waited more than 18wks to their appointment date. Also the figures are for new patients only.

Month	2019	2020	2021
Jan	101	77	90
Feb	159	89	65
Mar	172	62	112
Apr	94	5	
May	100	6	
Jun	66	32	
Jul	41	111	
Aug	55	164	
Sep	85	176	
Oct	78	183	
Nov	99	146	
Dec	77	125	

Q4 The average waiting time in weeks from referral to treatment for ophthalmology patients.

A4 This information is submitted nationally to NHS England each month and therefore exempt under section 21 of the FOI Act: *freely available by other means*, see below website.

<https://www.england.nhs.uk/statistics/statistical-work-areas/rtt-waiting-times/>

Q5 The number of cancelled cataract surgery appointments

A5 Cancelled Operations for procedure C712.Excludes DNA's, patient left without being treated and deceased. Month is based on the TCI date

Month	2019	2020	2021
Jan	73	70	6
Feb	72	57	5
Mar	77	122	5
Apr	56	55	
May	92	1	
Jun	80	1	
Jul	106	14	
Aug	69	34	
Sep	83	33	
Oct	124	76	
Nov	99	147	
Dec	95	3	

Q6 The number of regular “check-up” appointments that have been cancelled

A6 See below:

Month	2019	2020	2021
Jan	1059	1411	1298
Feb	1155	1293	1470
Mar	1142	2673	1215
Apr	938	1845	
May	1327	636	
Jun	1102	1262	
Jul	1452	1604	
Aug	1192	1532	
Sep	1253	1283	
Oct	1338	1188	
Nov	1630	1372	
Dec	1513	1566	

Q7 The number of AMD treatment appointments that have been cancelled

A7 See below:

Month	2019	2020	2021
Jan	213	231	291
Feb	196	287	290
Mar	208	575	244
Apr	199	585	
May	199	366	
Jun	180	484	
Jul	293	420	
Aug	176	467	
Sep	231	568	
Oct	318	388	
Nov	289	346	
Dec	276	490	

Q8 The number of patients who have had a virtual appointment, either by phone, video conferencing or any other means.

A8 See below:

Month	2019	2020	2021
Jan	4	0	8
Feb	2	2	7
Mar	0	0	6
Apr	0	1	
May	0	0	
Jun	2	45	
Jul	2	31	
Aug	0	0	
Sep	2	11	
Oct	4	4	
Nov	6	13	
Dec	3	6	

Q9 If you have categorised patients by risk of vision loss, can you please break down the answers to questions 1-8 by these categories.

If it is not possible to break the data down by month, please supply the data in the shortest time-frame available (eg week or quarter).

A9 Not applicable as we don't record by sight loss

*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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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

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.

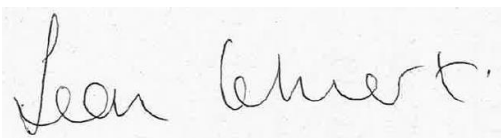
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager