

Ref: FOIA Reference 2023/24-353

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

Date: 30<sup>th</sup> October 2023

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 5th September 2023 requesting information under the Freedom of Information Act (2000) regarding A&E waits.

On 6<sup>th</sup> September 2023 we contacted you via email for proof of identity as the attached Spread sheet suggests that you are using a Pseudonym. The FOI Act clearly states that if we suspect that the request has come from a Pseudonym, we are entitled to request proof of the person's identity, as provision of a Pseudonym invalidates a request.

UHNM's request for identification follows the Information Commissioner guidance "Recognising a request made under the Freedom of Information Act (section 8) Version 1.2". We would like to draw your attention to paragraphs 14, 15, 16, 20, 21 22 and 35 of this guidance. <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/receiving-a-request/> and "What makes a valid request?"

Since this request for identification was made, we have not received any communications from yourself to indicate that you objected to our request and therefore we paused the request until you engaged with us and therefore this has caused the delay in the response.

In the meantime, an individual who stated you were a colleague of his has contacted UHNM's Communications team directly to ask for our request of ID be overwritten as you were known to them. Although this is not within our usual processes to do so we acknowledge the importance of the relationship you colleague has with UHNM's Communications team and wish to continue this.

However, any future FOI requests that we suspect are being made under a Pseudonym will have the correct FOI legislation applied and ID will continue to be requested. The FOI Act recognises that freedom of information requests are not the only demand on the resources of a public authority. They should not be allowed to cause a drain on time, energy and finances to the extent that they negatively affect normal public functions.

The Trust needs to be assured that time spent on requests within a 60 working day period does not exceed the appropriate limit for each applicant, be that a person, group or company, it is to be noted that we receive a large number of requests from your company and we need to be assured that Pseudonyms are not be used as a way to avoid the cost of complaint and section 12 exemption. In this way we promote fair use of the Act and best use of our resources.

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.

**The cohort of patients we have looked at is for the period 01/04/2021 – 31/08/2023 and for admitted patients only.**

**Q1 I am writing to request information under the Freedom of Information Act. I would be grateful if you could acknowledge receipt of this request and look forward to your full response within 20 working days, as stipulated by the act.**

**FOI REQUEST (please submit your answer to the questions in the attached spreadsheet):**

**Since the beginning of 2021/22 until the end of August 2023/24, could you tell us**

**For admitted patients only:**

**1. How many patients in A&E waited between six and eight hours from time of arrival until admission? (between 6 hrs 00 mins 00 secs and 7 hours 59 mins 59 secs)**

**A1** See attached spread sheet.

**Q2 How many patients in A&E waited between eight and 12 hours from time of arrival until admission? (between 8 hrs 00 mins 00 secs and 11 hours 59 mins 59 secs)**

**A2** See attached spread sheet.

**Q3 How many patients in A&E waited more than 12 hours from time of arrival until admission?**

**A3** See attached spread sheet - please note - this cohort includes all patients who have waited more than 12 hours, so this will include those who are identified in Q4.

**Q4 How many patients in A&E waited 24 hours or more from time of arrival until admission?**

**Please split this data by quarter (so Q2 23/24 until end of August)**

**A4** See attached spread sheet- is a subset of Q3, so this is the 24 hours plus waiters.

\*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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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](http://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,



**Rachel Montinaro**  
Data Security and Protection Manager - Records