

Ref: FOIA Reference 2019/20-106

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

Date: 10th June 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 24th May 2019 requesting information under the Freedom of Information Act (2000) regarding streaming.

On 6th June 2019 we contacted you via email as we required the following clarification:
Q9, please explain what you mean by “another service”?
Q10 what do you mean by discharged? (All patients are “discharged” from AE)

On the same day you replied via email the following:
“With regards to Q9, we’re asking for information on how many patients were sent away from A+E for further contact with other parts of the health service, e.g. out-of-hours services, told to book a GP appointment (i.e out of the overall number of those who attended A&E, how many were NOT admitted or discharged)

To clarify Q10, we are asking for data on how many patients overall were treated in A+E and then sent home.”

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.

*Please note: questions 8, 9 and 10 do not add up to the overall attendances as there are attendance disposal codes which do not fall into these cohorts for example patients died, left before been triaged or even treated.

Q1 Please could you provide three answers to each separate question – the first covering?

- a) the time period 1st October 2016 – 30th September 2017,
- b) the second covering the time period 1st October 2017 – 30th September 2018
- c) the third covering the time period 1st October 2018 – 31st March 2019.

Do you have streaming in place in your A+E department? (For each of the time periods specified.)

If not then ignore the remaining questions. If yes, please answer the following:

A1 This service is provided by an external company therefore this information is not held by UHNM

Q2 Is the streaming service manned exclusively by GPs?

A2 As Answer 1

Q3 If it is not run exclusively by GPs, what other clinical staff run the service?

A3 As Answer 1

Q4 If there is a mix of GPs and non-GP clinicians running the service, what is the percentage of shifts that include a GP vs shifts that do not include a GP?

A4 As Answer 1

Q5 What are the opening hours of the streaming service?

A5 As Answer 1

Q6 What was the overall number of patients that attended A+E?

A6 Please see below:

a) the time period 1st October 2016 – 30th September 2017,	173788
b) the second covering the time period 1st October 2017 – 30th September 2018	174851
c) the third covering the time period 1st October 2018 – 31st March 2019.	90267

Q7 What number of those patients were seen through the A+E streaming service?

A7 As Answer 1

Q8 What was the overall number of A+E patients who were admitted to hospital?

A8 Please see below: (Admitted to a Hospital Bed /became a Lodged Patient of the same Health Care Provider)

a) the time period 1st October 2016 – 30th September 2017,	53241
b) the second covering the time period 1st October 2017 – 30th September 2018	62537
c) the third covering the time period 1st October 2018 – 31st March 2019.	36510

Q9 What was the overall number of A+ E patients who were redirected/referred to another service?

A9 Please see below, note: Following clarification (above) UHNM has used the following national data dictionary codes for attendance disposal to identify this cohort of patients:-

- 02 Discharged - follow up treatment to be provided by General Practitioner
- 04 Referred to A&E Clinic
- 05 Referred to Fracture Clinic
- 06 Referred to other Out-Patient Clinic
- 07 Transferred to other Health Care Provider
- 11 Referred to other health Care Professional

d) the time period 1st October 2016 – 30th September 2017,	66888
e) the second covering the time period 1st October 2017 – 30th September 2018	63309
f) the third covering the time period 1st October 2018 – 31st March 2019.	36477

Q10 What was the overall number of A+ E patients who were discharged?

A10 Please see below, note: Following clarification (above) UHNM has used the following national data dictionary codes for attendance disposal to identify this cohort of patients:-

- 03 Discharged - did not require any follow up treatment

a) the time period 1st October 2016 – 30th September 2017,	43612
b) the second covering the time period 1st October 2017 – 30th September 2018	51045
c) the third covering the time period 1st October 2018 – 31st March 2019.	21360

Q11 What % of patients spent four hours or less in A+E?

A11 Please see below:

a) the time period 1st October 2016 – 30th September 2017,	70.9%
b) the second covering the	70.8%

time period 1st October 2017 – 30th September 2018	
c) the third covering the time period 1st October 2018 – 31st March 2019.	75.6%

*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 676474.

Yours,



**University Hospitals
of North Midlands**
NHS Trust

Jean Lehnert
Information Governance Manager

