



Ref: FOIA Reference 2019/20-470

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

Date: 17th December 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 8th November 2019 requesting information under the Freedom of Information Act (2000) regarding Ophthalmology. I apologise for the delay in responding.

On 18th November 2019 we contacted you via email as we required the following clarification:
For Q2 and 3, waiting list information is based on a snapshot position we are unable to give a total figure for the year. The information can either be supplied as it is today or at a monthly level, however please note the monthly level cannot be added together as the same patient may appear across the months. Please can you advise which level of data you would best suits your needs?

On 19th November 2019 you replied via email with the following:
*"Please provide the information as per the below:
How many people were waiting past their appt date TODAY?"*

On 6th December 2019 you contacted us via email with the following:
"A kind reminder the subject FOI we have not received a final response, the deadline of the same is today 6th November 2019".

We replied via email informing you that your request was currently being worked on and that the time spent on "pause" whilst we waited for your clarification had added another working day to the timeframe allowing us until the 9th December to complete. (Next working day)

On 9th December 2019 we contacted you via email as we required a time frame for question 7 and additionally we asked for further clarification on what sort of reports you were looking for/

On 10th December 2019 you replied via email with the following:
"Any issues regarding delays in providing follow up appts. "

We responded by email with our thanks but also pointed out that a time frame was required in order for us to collate the information.

You replied via email with the following:
"Apologies I missed that we need any reports over the last three years"

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 How many patients do you have on your waiting lists that require a follow-up appointment in ophthalmology?

A1 As at 20th November 2019 the number of patients waiting for a follow up appointment in ophthalmology is 15781

Q2 Over the last year (i.e. from November 2018 to October 2019), how many patients exceeded the length of time requested by their consultant/doctor before being seen for an ophthalmology follow up appointment?

A2 As at 20th November 2019 there are 3791 patients currently on the follow up waiting list who have exceeded their review by date.

Q3 How long had they waited past their target date? Please give the total number and also break down by the following categories.

- Under a month
- One month to six months
- Six months to a year
- Over a year.

A3 We do not report in month's only weeks, below is the current breakdown of those patients currently exceeded their review by date in weeks. Please see below:

0-4	5-8	9-12	13-17	18-25	26-38	39-51	52+	Total
1198	773	568	681	466	105	0	0	3791

Q4 In how many of these cases was a harm review carried out?

A4 None

Q5 What are the criteria for carrying out a harm review?

A5 The criteria for a harm review in Ophthalmology is where a patient has suffered visual loss. Individual cases are then assessed on their own merit and the appropriate actions taken.

Q6 Did the harm reviews reveal any patients had come to harm (please give numbers and the degree of harm suffered)?

A6 Not applicable (as answer 4 = none)

Q7 Please also attach internal or external reports relating to issues with follow up appointments in ophthalmology

A7 Please refer to the attached documents

*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.

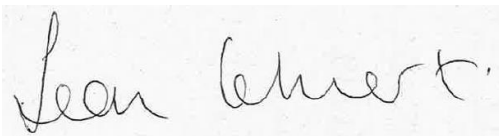
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



Jean Lehnert
Information Governance Manager