



Ref: FOIA Reference 2018/19-712

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

Date: 12<sup>th</sup> March 2019

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

Dear

I am writing in response to your email dated 23<sup>rd</sup> February 2019 (received into our office 25<sup>th</sup> February) requesting information under the Freedom of Information Act (2000) regarding A&E shifts.

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 your questions is not held centrally, but may be recorded in individual departmental records. In order to confirm whether this information is held we would therefore have to individually access all departmental 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 records and then extracting relevant information would take longer than the 18 hours allowed for.

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 The following is a request made under the Freedom of Information Act 2000.**

**Can you please provide me with the following information for the past three financial years and the current financial year to date (broken down by year):**

**1. The number of occasions where a doctor shift in your accident and emergency departments was left unfilled**

A1 Section 12 exemption as detailed above

**Q2 The number of complaints made by doctors at your accident and emergency departments due to having to fill rota shift absences. Please provide a copy of the text of each complaint**

A2 Section 12 exemption as detailed above

**Q3 The number of occasions that rota shift gaps in your accident and emergency departments have been filled by agency workers. Please state the cost of this to your trust in each of these years**

A3 Section 12 exemption as detailed above

**Q4 The number of occasions that rota shift gaps in your accident and emergency departments have been filled by staff working additional shifts. Please state the cost of this to your trust in each of these years.**

A4 Section 12 exemption as detailed above

\*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



University Hospitals  
of North Midlands  
NHS Trust

