

Ref: FOIA Reference 2019/20-485

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

Date: 6th December 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 14th November 2019 requesting information under the Freedom of Information Act (2000) regarding pain management services.

On 15th November 2019 we contacted you via email as we require a timeframe in order to collate the information.

On 19th November 2019 you replied via email with the following:
“The specific time period requested is October 2018 to October 2019, or whatever is the most recent data available”

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 Under the Freedom of Information Act 2000, I am requesting the following information on pain management services you are responsible for, provided either in the hospital or community sector:

What is the average waiting time in weeks from referral to an initial appointment with the pain management service you are responsible for?

A1 Please see below:

- 37 weeks at Royal Stoke University Hospital
- 32 weeks at County Hospital (Stafford)

Q2 What is the average waiting time in weeks from referral to commencing treatment, ie, referral to treatment (RTT) time?

A2 We ensure that patients are treated within 40 weeks

Q3 Does your pain management service involve a multidisciplinary team (including medical consultants, nurses, physiotherapists, psychologists, pharmacists) as recommended by the Faculty of Pain Management’s core standards for pain management services in the UK (<https://www.rcoa.ac.uk/document-store/core-standards-pain-management-services-the-uk>) ?

A3 Yes

Q4 Specifically, which of the above disciplines does the multidisciplinary team include?

A4 At UHNM the disciplines includes Consultants, Physiotherapist, Pharmacist, Acute Pain nurses and links with Primary Care Psychology.

Q5 Does your pain management service offer non-drug treatments, including physical and psychological therapies, as recommended by the Faculty of Pain Management's core standards for pain management services in the UK?

A5 Pain management service includes physiotherapy treatment but not psychological therapy; these patients are referred by the GP to the psychology service within the local community.

*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.



University Hospitals
of North Midlands
NHS Trust

Yours,

Jean Lehnert
Information Governance Manager

