



Ref: FOIA Reference 2023/24-141

Date: 7th July 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 6th June 2023 requesting information under the Freedom of Information Act (2000) regarding Urgent Eye Care

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 I am writing to you under the Freedom of Information Act 2000 to request the following information:

Do you have an Urgent Eye Care Clinic / Eye Casualty Department? If answered no, N/A for the below questions.

A1 Emergency Eye Clinic at Royal Stoke only. Emergency Eye problems that present to County are referred to the emergency eye clinic at Royal Stoke by the County A&E staff

Q2 If yes: How many patients are seen per session? (On Average)

A2 30 -40 patients per day on average at Royal Stoke.

Q3 How many nurses are allocated per session?

A3 2 Nurses and one HA per session

Q4 How many clinicians are allocated per session?

A4 1-2 per session

Q5 How do you accept referrals? Via walk-ins or telephone referrals or email referrals?

A5 Referral via e-mail or telephone, not currently a walk in service

Q6 Do you triage the referrals?

A6 Yes

Q7 If yes, who triages the referrals?

A7 Senior Nurse

*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 671612.



University Hospitals
of North Midlands
NHS Trust

Yours,

Rachel Montinaro

Data Security and Protection Manager - Records