



Ref: FOIA Reference 2019/20-574

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

Date: 13<sup>th</sup> January 2020

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

Dear

I am writing in response to your email dated 9<sup>th</sup> January 2020 requesting information under the Freedom of Information Act (2000) regarding outpatient appointments.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 do you currently process your eRS requests for outpatient appointments when they are received into the Trust? i.e. is the process automated by software or are eRS requests downloaded, printed, scanned etc.**

A1 ERS referrals are directly booked into appointments on the Trusts Patient Administration system. Referral letters are extracted by software and uploaded to a clinical system

**Q2 Who (or which department) has management responsibility for the eRS process you described in your response to Q1? Job titles are sufficient.**

A2 Information, Management & Technology (IM&T)

**Q3 Are outpatients offered a choice of appointments or are appointments allocated to patients in some other way?**

A3 Mixture of both choice and allocated date

**Q4 Are paper-based Clinic Outcome Forms used within the Trust?**

A4 Yes

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHM 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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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.

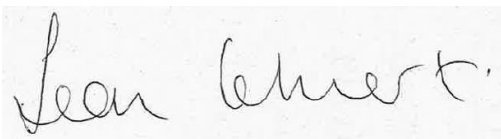
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



Jean Lehnert  
**Information Governance Manager**