



Ref: FOIA Reference 2018/19-782

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

Date: 11th April 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your letter dated 26th February 2019 requesting information under the Freedom of Information Act (2000) regarding protocols and our response to FOI ref 732-1819.

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 For the purpose of clarification when our client was in due course referred it was to Royal Stoke University Hospital.

It would assist us if you could set out your triaging process.

1. Who considers the referral letters and decides the level of urgency with which each referral is dealt? Please note we are not asking for details of any individuals but simply the level of clinical experience (e.g. clinic clerk, secretary, nurse, specialist nurse, junior doctor or paediatric consultant)

A1 The Paediatric Consultant decides the level of urgency with which each referral is dealt.

Q2 Within what timescale would the letter be reviewed and triaged?

A2 All patients are given an appointment at referral.

Q3 If the referral was considered routine how long, on the balance of probabilities, would it have taken a patient to have been seen?

A3 Approximately between 3 and 4 months.

Q4 If the referral was considered urgent how long, on the balance of probabilities, would it have taken a patient to have been seen?

A4 This depends on the urgency of individual cases based on the clinical details in the GP referral letter.

*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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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,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance