



Ref: FOIA Reference 2018/19-170

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

Date: 11<sup>th</sup> July 2018

Tel: 01782 676474  
Email [foi@uhn.nhs.uk](mailto:foi@uhn.nhs.uk)

Dear

I am writing in response to your email dated 22<sup>nd</sup> June 2018 requesting information under the Freedom of Information Act (2000) regarding A&E GP streaming - Pulse.

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 I am requesting the following information regarding A&E GP streaming at the Trust:**

**Current A&E GP streaming service:  
What are the opening hours?**

A1 Information not held by the Trust as this is commissioned by the Clinical Commissioning Group (CCG) information may be available by contacting:

North Staffordshire Clinical Commissioning Group  
Email: [foi.northstaffordshireccg@lancashirecsu.nhs.uk](mailto:foi.northstaffordshireccg@lancashirecsu.nhs.uk)

Stoke-on-Trent Clinical Commission Group  
Email: [foi.StokeonTrentCCG@lancashirecsu.nhs.uk](mailto:foi.StokeonTrentCCG@lancashirecsu.nhs.uk)

**Q2 How many GPs do you have working at any one time?**

A2 As answer 1

**Q3 What is the hourly pay?**

A3 As answer 1

**Q4 What is the seniority mix?**

A4 As answer 1

**Q5 How many GPs do you have and how many vacancies?**

A5 As answer 1

**Q6 What proportion are:**  
a) Locums  
b) From local practices  
c) Employed by the Trust  
d) Other? (If other, please explain)

A6 As answer 1

**Q7 Between November 1<sup>st</sup> 2017 and April 30<sup>th</sup> 2018:  
How many patients were seen through A&E GP streaming?**

A7 As answer 1

**Q8 What proportion were:**  
a) Dealt with in full  
b) Sent through to A&E  
c) Referred to their own GP  
d) Other?

A8 As answer 1

**Q9 To date (since launching the streaming service):  
How many patient complaints have you received concerning A&E GP streaming?**

A9 To date the Trust has received twelve formal complaints concerning A&E GP streaming.

\*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](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,

A handwritten signature in black ink, consisting of a large, loopy initial 'M' followed by a horizontal line extending to the right.

Mojgan Casillas  
**Interim Information Governance Manager**