



Ref: FOIA Reference 2024/25-389

Date: 4th October 2024

Email foi@uhnm.nhs.uk

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 12th September 2024 requesting information under the Freedom of Information Act (2000) regarding Upper GI Department

On 13th September 2024 we contacted you with the following:

To continue with your request we require you to clarify what timeframe you are referring to ? this year, last year etc?

On the same day you replied with:

'you could kindly provide the information on the timeframe for this year and last year, please.'

On 16th September we contacted you again via email with:

To continue with your request we require you to clarify the following:

1. in your question when you refer to and appointment, do you mean the patients "first appointment" seeing a clinician? And 2. when you refer to "Royal Stoke Hospital" is that just the Royal Stoke site or do they mean UHNM as a whole, so Royal Stoke & County?

On the same day you replied with:

'In relation to the further questions asked regarding our Freedom of Information request:

1. *We do mean the timescale from when the referral is received until the patient's first appointment with the specialist clinician within the Upper GI department.*

2. *Please kindly provide details on specifically Royal Stoke Hospital and the UHNM Trust as a whole as well.*

a. *If these are different, please include an explanation into why this is the case.*

Please see below additional comments on the request requested previously following the first need for clarification:

- *kindly provide the information on the timeframe for this year and last year, please.'*

Q1 Please may you kindly provide us with the average waiting times from a GP referral to an appointment within the Upper GI department within Royal Stoke Hospital.

A1 See below: note- we do not hold information on current or historical average waiting times.

The below information has been calculated by looking at those patients who were seen during the periods stated and how long they waited from time they were referred to been seen.

	Avg Weeks Waited RS	Avg Weeks Waited UHNM
2023	14	17
2024	18	23

There is a difference between the Royal Stoke Site and UHNM as a Trust as the Trust sees patients at other sites not just at the Royal Stoke Site.

Q2 Please also provide your policy on expediting appointment slots, especially if requested by the patient's GP.

A2 Please see attached GO5 Patient Access Policy

*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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records