

Ref: FOIA Reference 2023/24-522

Date: 10<sup>th</sup> January 2024

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

Dear

UHNM has received several requests that are asking for similar information that are from the same person/company, therefore we are contacting you to inform you that under section 12 of the FOI Act we were aggregating these requests on Deaths in accident and emergency, Accident and emergency delays for children and tooth decay

Your new reference number for all is 523-2324

The section 12 exemption states:

The authority can combine related requests received within a period of 60 consecutive days from:

- The same person or
- People who appear to be acting in concert or in pursuance of a campaign.

On 9<sup>th</sup> November we contacted you via email as to continue with your request we require clarification what you mean by "before being seen"? ( request #2)

And: Request #1 – as above

NOTE, all 3 requests are paused

On 5<sup>th</sup> December 2023 you replied via email request~2

*'To clarify, by being seen, I mean the time it took to be triaged after arriving at A&E.'*

*And request #1*

*'To clarify, I mean the time taken from arrival to be triaged or seen by a clinical decision maker.'*

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.

## Request #1

Clarified: To clarify, I mean the time taken from arrival to be triaged or seen by a clinical decision maker.

**Q1** Please can I request the following information under the Freedom of Information Act on accident and emergency delays for children.

The longest time it took for a person aged 18 and under to be seen after arriving at your Trust's Accident and Emergency department broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far

A1 See below: The table shows the longest wait to be triaged according to data entered on Careflow

Cal years	Max. of TimeToTriageMins
2018	279
2019	294
2020	203
2021	363
2022	495
2023	360

**Q2** The number of people aged 18 and under waiting more than four hours to be seen after arriving at your Trust's Accident and Emergency department broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far

A2 The table shows the total number of patients who waited more than 4+hours for treatment according to data entered on Careflow.

Cal Years	Grand Total
2018	643
2019	973
2020	585
2021	2401
2022	3615
2023	2064
<b>Grand Total</b>	<b>10281</b>

**Q3** The number of people under the aged 18 and under waiting more than twelve hours to be seen after arriving at your Trust's Accident and Emergency department broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far

A3 The table shows the total number of patients who waited more than 12+hours for treatment according to data entered on Careflow.

Cal Years	Grand Total
2018	1

2019	5
2020	1
2021	5
2022	7
2023	5
<b>Grand Total</b>	<b>24</b>

**Q4** The number of people aged 18 and under seen by your Trust's Accident and Emergency department broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far.

A4 The table shows the total number of patients who attended the ED department

Cal Year	Total
2018	33609
2019	33577
2020	22156
2021	31545
2022	34187
2023	29445
<b>Grand Total</b>	<b>184519</b>

## Request #2

Clarified: To clarify, by being seen, I mean the time it took to be triaged after arriving at A&E.

**Q1** Please can I request the following information under the Freedom of Information Act on deaths in accident and emergency.

The number of people who arrived at your Trust's Accident and Emergency Department and then subsequently died before being seen be seen broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 so far

A1 Information not held

## Request #3

**Q1** The number of people treated by your Trust after being admitted with issues attributed to tooth decay broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023

A1 Unfortunately, we do not record on Careflow the reason why a person was admitted. This may be held in the patient's' paper records. However, these would need to be manually reviewed to see if this information can be obtained.

So, for example a patient has developed sepsis due to an infected tooth, we would record the sepsis diagnosis as it is the sepsis the trust is treating not the initial tooth problem. Therefore, we are unable to attribute reasons for the admission. So we would need to review each patient who had a sepsis diagnosis manually on their inpatient stay to try and ascertain what caused the sepsis.

Please note - We only record on Careflow the treatment a patient received, and any diagnoses identified during the inpatient stay.

Section 12 exemption as detailed below:

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in health records. In order to confirm whether this information is held we would therefore have to individually access all health records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all health records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

**Q2 The number of people aged 18 and under treated by your Trust after being admitted with issues attributed to tooth decay broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023**

A2 Unfortunately, we do not record on Careflow the reason why a person was admitted. This may be held in the patient's paper records. However, these would need to be manually reviewed to see if this information can be obtained.

So, for example a patient has developed sepsis due to an infected tooth, we would record the sepsis diagnosis as it is the sepsis the trust is treating not the initial tooth problem. Therefore, we are unable to attribute reasons for the admission. So we would need to review each patient who had a sepsis diagnosis manually on their inpatient stay to try and ascertain what caused the sepsis.

Please note - We only record on Careflow the treatment a patient received, and any diagnoses identified during the inpatient stay.

Section 12 exemption as detailed below:

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in health records. In order to confirm whether this information is held we would therefore have to individually access all health records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all health records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12

exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

**Q3 The number of people whose death has been attributed to issues relating to tooth decay by your Trust broken down by each of the years a) 2018, b) 2019, c) 2020, d) 2021, e) 2022, g) 2023 as well as a total figure across those years.**

**A3** We do not record on Careflow the reason why a patient died, we only record the date and time of death.

To ascertain this information would require a manual audit of those who died whilst been an inpatient of the trust.

Section 12 exemption as detailed below:

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in health records. In order to confirm whether this information is held we would therefore have to individually access all health records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all health records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

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

***UHNM 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.***

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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).

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records