



Ref: FOIA Reference 2018/19-492

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

Date: 4th December 2018

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 19th November 2018 requesting information under the Freedom of Information Act (2000) regarding delayed discharge.

On the same day we contacted you via email as under section 8(1) of the FOI Act, requestors are required to provide a full name in order to make a request valid. The Information Commissioner states that a "title and/or first name with surname satisfies the requirement for provision of a real name, as does the use by a female applicant of her maiden name". Therefore, in order to proceed with your request can you please supply us with a valid name?

On 20th November 2018 you replied via email with the following:
"I am resubmitting an FOI request made yesterday with the same email subject line as I did not include my name in the request. Regards Patrick Rose"

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 How many delayed discharges from inpatient wards were recorded by your Trust during the following date ranges (please break down the data into the date ranges specified below):

- 1st November 2017 to October 31st 2018
- 1st November 2016 to October 31st 2017
- 1st November 2015 to October 31st 2016

A1 I can confirm that the Trust holds information regarding Delayed Transfers of Care, but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the following link:
<https://www.england.nhs.uk/statistics/statistical-work-areas/delayed-transfers-of-care/>

Q2 What was the total amount of time spent by delayed discharge patients in hospital wards managed by your Trust between patients being ready for transfer and the patients being fully discharged from hospital during the following date ranges (please break down the data into the date ranges specified below. Please use whichever time measurement is used by default by your Trust):

- 1st November 2017 to October 31st 2018
- 1st November 2016 to October 31st 2017
- 1st November 2015 to October 31st 2016

A2 As answer 1

Q3 What is the average cost per day to your Trust of a patient staying in hospital to your Trust, excluding costs specific to their medical condition (i.e. the basic cost of providing a bed, food and care but excluding condition specific drugs, care or medical procedures)

A3 The average cost per day to the Trust of a patient staying in hospital is £257 per day.

Q4 Does your Trust currently have a plan in place to reduce the delayed discharge of patients in the future?

A4 The Trust has worked with community and social care providers to develop a home first and discharge to assess model across all UHNM sites. This process facilitates fast identification of patients ready for discharge and streamlines the processes necessary for a discharge.

Since February 2018 the Trust has held three times daily Multi Agency Discharge Event (MADE) meetings which analyse flow in all parts of the system including discharge which again increase the efficiency of hospital discharge and reduce delays.

*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.

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