



University Hospitals  
of North Midlands  
NHS Trust

Royal Stoke University Hospital  
Data, Security and Protection

Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2024/25-623

Date 23rd January 2025

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

Dear Sir/Madam

I am writing to acknowledge receipt of your email dated 5th December 2024 requesting information under the Freedom of Information Act (2000) regarding County hospital

On 12<sup>th</sup> December 2024 we contacted you via email.

To continue with your request we require clarification on the following;

Please advise what mental health conditions/co-morbidities are you are referring to.

On 13<sup>th</sup> December 2024 you replied via email with,  
*'May I request this information is changed to include BOTH Stafford AND Stoke A&E please*

*Further information re Mental health means*

*The average wait time in A&E within that 12-month period WITH a mental health condition, either attending due to mental health needs or a comorbidity.*

*Any patient attending WITH mental health diagnosis or for mental health reasons  
For example, they have diagnosed schizophrenia but are attending due to fractured arm  
Or they are diagnosed with schizophrenia and are attending due to hallucinations*

*The average wait time in A&E within that 12-month period WITHOUT mental health comorbidity or attending due to mental health or other (or other added)*

*This will include anyone attending without a mental health condition diagnosed for any reason at all  
Anyone without a mental health diagnosis presenting with mental health needs'*

On the same day we responded with:

Thank you for your email below, however it does not answer our query:

Please advise what mental health conditions you are interested in as we do not record on Careflow the term "mental health condition". We need the actual conditions you are interested in.

You replied via email with,



*'Depression  
 Anxiety General or acute  
 Psychosis  
 Bipolar  
 Low mood  
 Schizophrenia  
 Hallucinations – auditory or visual NOT caused by illegal drug taking  
 PTSD (post-traumatic stress disorder)  
 Eating disorder - including anorexia nervosa, bulimia, binge eating, avoidant restrictive food intake (ARFID)'*

**Q1 I am hoping you could please provide the following information for me please? if the data cannot be separated between county hospital and royal stoke then please combine.**

**The number of patients who attended A&E in the year 2023 – 2024 (over 12-month period) WITH a mental health condition. Please note the reason for visiting doesn't need to be mental health, it may be a comorbidity.**

**A1** We do not record on Careflow if a patient has a mental health condition or not.

We also do not record the reason for the attendance on Careflow. Therefore, the following answer is based on those patients whose attendance to ED generated a diagnosis of a mental health condition. Please note we only record the condition that is being treated. For example, if the patient has injured themselves due to their mental state, we would record the condition treated. If a patient attended due to having a broken leg that wasn't related to their mental health condition, we wouldn't include this cohort of patients (as we do not record co-morbidities on the ED record).

So based on the rationale above please note the figures supplied are not a true representation of patients who may have attended and have a diagnosed mental health condition.

Based on your clarification of a mental health condition:

Depression  
 Anxiety General or acute  
 Psychosis  
 Bipolar  
 Low mood  
 Schizophrenia  
 Hallucinations – auditory or visual NOT caused by illegal drug taking  
 PTSD (post-traumatic stress disorder)  
 Eating disorder - including anorexia nervosa, bulimia, binge eating, avoidant restrictive food intake (ARFID)

for the period 01/11/2023 – 31/10/2024 (12-month period) the number of patients who attended ED and had a mental health condition diagnosis applied to their ED record is-

Location	Number of Patients
Royal Stoke	3920

County	1138
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Please note that Mental health teams aim to review the patient in ED with identified MH needs within 1 hour and see face/face within 4 hours.

**Q2 The average wait time in A&E within that 12-month period WITHOUT mental health comorbidity or attending due to mental health**

A2 As per question 1, as we do not record on the patients record any pre-existing conditions, we are unable to answer this question.

However, we can provide an average wait for those who, following attendance at ED, do not have a mental health diagnosis on their ED record. Please see the table below.

Site	Average of Dept Duration Mins	Average of TimeToInitialTreatmentMins
County Hospital	258	95
Royal Stoke	469	136
Grand Total	407	124

The *average of department duration minutes* is from when a patient arrived to when they were discharged.

The *average of TimeToInitialTreatmentMins* is from when the patients arrived to when they received treatment.

**Q3 The average wait time in A&E within that 12-month period WITH a mental health condition, either attending due to mental health needs or a comorbidity.**

A3 As per question1, as we do not record on the patients record any pre-existing conditions, we are unable to answer this question.

However, we can give an average wait for those, who following attendance at ED, have a mental health diagnosis on their ED record. Please see the table below.

Site	Average of Dept Duration Mins	Average of TimeToInitialTreatmentMins
County Hospital	320	104
Royal Stoke	560	164
Grand Total	506	150

The *average of dept duration mins*, is from when a patient arrived to when they were discharged.

The *average of TimeToInitialTreatmentMins* is from when the patients arrived to when they received treatment.

\*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](http://www.ico.org.uk).

Yours,



**Leah Carlisle**  
Head of Data, Security & Protection and Health Records  
Data Protection Officer