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Request for Information Reference: 05.19.41

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Email only

24 June 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 24 May 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding GP streaming in A+ E departments. Specifically you requested information as follows:

I'm looking into GP streaming in A+ E department and would like a few questions to be answered under the Freedom of Information Act.

Please could you provide three answers to each separate question – the first covering the time period 1st October 2016 – 30th September 2017, the second covering the time period 1st October 2017 – 30th September 2018 and the third covering the time period 1st October 2018 – 31st March 2019.

- 1. Do you have streaming in place in your A+E department? (For each of the time periods specified.)***

Answer: Yes 24/7 commenced October 2017

If not then ignore the remaining questions. If yes, please answer the following:

- 2. Is the streaming service manned exclusively by GPs?***

Answer: The GPs do not carry out streaming; this is done by experienced band 6 or 7 ED nurses or urgent care practitioner.

- 3. If it is not run exclusively by GPs, what other clinical staff run the service?***

Answer: As above

4. If there is a mix of GPs and non-GP clinicians running the service, what is the percentage of shifts that include a GP vs shifts that do not include a GP?

Answer: Within the urgent Treatment Centre we have multi-skilled team who see patients that are streamed to them from the streaming assessment which takes place at the front desk. Although this varies depending on the day, on average we have 1 GP and 4 urgent care practitioners working within the urgent treatment centre.

5. What are the opening hours of the streaming service?

Answer: Urgent Treatment Centre is open 24/7

6. What was the overall number of patients that attended A+E?

Answer:

1st October 2016 – 30th September 2017 = 129989

1st October 2017 – 30th September 2018 = 131418

1st October 2018 – 31st March 2019 = 69336

7. What number of those patients were seen through the A+E streaming service?

Answer: 100% of patients attending A&E are streamed

8. What was the overall number of A+E patients who were admitted to hospital?

Answer:

1st October 2016 – 30th September 2017 = 29537

1st October 2017 – 30th September 2018 = 33493

1st October 2018 – 31st March 2019 = 17838

9. What was the overall number of A+E patients who were redirected/referred to another service?

Answer:

1st October 2016 – 30th September 2017 = Streaming Went live Oct-17

1st October 2017 – 30th September 2018 = 15235

1st October 2018 – 31st March 2019 = 7519

10. What was the overall number of A+E patients who were discharged?

Answer:

1st October 2016 – 30th September 2017 = 68291

1st October 2017 – 30th September 2018 = 97741

1st October 2018 – 31st March 2019 = 51392

11. What % of patients spent four hours or less in A+E?

Answer:

1st October 2016 – 30th September 2017 = 87%

1st October 2017 – 30th September 2018 = 83%

1st October 2018 – 31st March 2019 = 82%

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer