

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 01.20.53

Direct line: 01325 743700
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Email only

25 February 2020

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 29 January 2020 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 caring corridors. Specifically you requested information as follows:

a) How does your Trust centrally record the location of patients who have not been assigned a bed in A&E departments? For example – do you record the location of patients who are assigned trolleys in corridors and would you label this location as “the corridor” or “caring corridors”?

Answer: Durham and Darlington Emergency departments use the patient registration system symphony which is also a patient record system. This identifies where patients are in the departments by the use of icons. If a patient is nursed in the corridor it is shown as a patient on a stretcher.

b) How many patients have been assigned beds or trolleys in these areas for each of the past 3 years, 2017, 2018, 2019?

Answer: The Trust does not record this information because a trolley indicated on symphony can be the patient in the ambulance queue, patient in x-ray or on rare occasion in the corridor waiting a bed on base ward. We are not able to discern between which area of the department they are in so it is not possible to supply this information.

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