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Request for Information Reference: 06.21.27

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Email only

8 July 2021

**Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 10 June 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to waiting periods and I am providing the following information in response to your specific questions:

**1. What is the longest period of time a single patient waited in A&E to be seen, treated, and admitted/ discharged during calendar years 2018, 2019, 2020 and 2021 (Year to Date)? Please provide any details concerning why the patient waited this length of time and what their ailment/s were?**

Please see the below table and note that when a patient attends the Emergency Department they are booked in, streamed and assessed then seen by a nurse and member of the medical staff, all overseen by a senior decision maker. First line investigations and treatments are then given.

Whilst patients can remain in the Emergency Department for any length of time they are monitored and cared for throughout their stay, with treatment plans adjusted as clinically need.

|             | Total Time     | Time to Assessment | Time to Treatment | Reason               |
|-------------|----------------|--------------------|-------------------|----------------------|
| <b>2018</b> | 23 hrs 11 mins | 1 hr 5 mins        | 4 hrs 32 mins     | awaiting medical bed |
| <b>2019</b> | 25 hrs 26 mins | 0 hours 5 mins     | 3 hrs 4 mins      | capacity             |
| <b>2020</b> | 24 hrs 54 mins | 0 hours 50 mins    | 2 hrs 49 mins     | awaiting medical bed |
| <b>2021</b> | 23 hrs 28 mins | 0 hours 28 mins    | 2 hours 11 mins   | awaiting medical bed |

**2. What are the top 10 longest periods of time a single patient waited to start consultant-led treatment from referral for non-urgent conditions during**

**calendar years 2018, 2019, 2020 and 2021 (Year to Date)? Please provide any details concerning why the patient waited this length of time and what their ailment/s were?**

Please see the attached spreadsheet and note; the Trust is only able to provide the specialty and not the reason for wait or condition of the patient. In order to provide this, a detailed review of each patient file would need to be conducted along with a root cause analysis of the waiting time which would exceed the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

The Trust is able to provide the known most common causes of delays which are capacity and patient choice.

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. I am sorry that I have not been able to provide all of the information you requested, however I hope that my explanation as to why this is not possible has been satisfactory. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddffoi@nhs](mailto:cdda-tr.cddffoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Freedom of Information Officer**