

Freedom of Information Request

Ref: 23-170

20 March 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

Could please share any data on msk/physiotherapy outpatient waiting times. The data I am requesting is specifically on qualitative (e.g. opinions from different stakeholders on waiting times) and/or quantitative data e.g. yearly mean/median average of waiting times within the past 5-10 years. I am happy to receive the data in any format you choose. If this is too specific, I am also happy to receive any qualitative/quantitative data on any of the areas for improvement for any specific physiotherapy service that you are aware of.

The mean average wait, in days, for a New Patient appointment with MSK outpatients for the last five years is as below:

Year Attending	Average Days Wait
2018	42
2019	36
2020	33
2021	32
2022	25

From a qualitative perspective:

We have not gathered specific qualitative data from patients relating to waiting times since 2018. At this time, 81% of patients surveyed felt that the waiting times were acceptable.

Waiting times for patients prioritised as routine has increased significantly since 2019/2020

due to service issues relating to the COVID-19 pandemic. We regularly report waiting times to primary and secondary care referrers and are actively working as MSK outpatient therapy providers within Bristol, North Somerset and South Gloucestershire to reduce waiting times across the region.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust