

Freedom of Information Request

Ref: 21-139

20 April 2021

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

For the following questions, please supply the data broken down by month, for the calendar years 2019, 2020, and 2021:

1. Number of ophthalmology outpatient attendances, cancellations and did not attends.

	Attends	DNAs	Cancellations
Jan-19	9,633	616	3,791
Feb-19	7,664	420	3,232
Mar-19	8,057	522	3,438
Apr-19	8,058	469	3,425
May-19	8,636	525	3,579
Jun-19	8,979	598	3,753
Jul-19	9,075	477	3,775
Aug-19	7,516	399	3,464
Sep-19	8,481	468	3,813
Oct-19	9,510	502	3,836
Nov-19	8,378	526	3,418
Dec-19	7,353	439	3,447
Jan-20	9,074	485	4,070
Feb-20	7,895	482	3,436
Mar-20	6,746	518	5,966
Apr-20	3,359	219	3,171
May-20	3,551	110	1,194
Jun-20	5,337	154	829
Jul-20	4,270	225	763
Aug-20	4,362	279	981
Sep-20	5,315	419	1,470
Oct-20	5,555	551	1,783
Nov-20	5,858	608	1,839

Dec-20	5,309	494	1,826
Jan-21	5,897	709	2,868
Feb-21	6,412	652	2,541

2. The number of referrals made for an ophthalmology specialist appointment

Total Referrals

	Total Referrals
Jan-19	4,053
Feb-19	3,336
Mar-19	3,399
Apr-19	3,806
May-19	3,820
Jun-19	3,560
Jul-19	4,029
Aug-19	3,789
Sep-19	3,464
Oct-19	3,944
Nov-19	3,772
Dec-19	3,161
Jan-20	4,136
Feb-20	3,693
Mar-20	2,271
Apr-20	641
May-20	618
Jun-20	950
Jul-20	1,460
Aug-20	1,757
Sep-20	2,083
Oct-20	2,744
Nov-20	2,891
Dec-20	2,341
Jan-21	2,453
Feb-21	2,554

3. The number of patients waiting 18 weeks or longer for a referral for an ophthalmology specialist appointment

919

4. The average waiting time in weeks from referral to treatment for ophthalmology patients.

17

5. The number of cancelled cataract surgery appointments

Total

	Total
Jan-19	130
Feb-19	144
Mar-19	170
Apr-19	124
May-19	115
Jun-19	135
Jul-19	192
Aug-19	249
Sep-19	225
Oct-19	229
Nov-19	223
Dec-19	279
Jan-20	219
Feb-20	186
Mar-20	358
Apr-20	230
May-20	*
Jun-20	*
Jul-20	22
Aug-20	44
Sep-20	54
Oct-20	146
Nov-20	79
Dec-20	82
Jan-21	307
Feb-21	164

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

6. The number of regular “check-up” appointments that have been cancelled Cancelled Follow Ups

	Cancelled Follow Ups
Jan-19	3,161
Feb-19	2,636
Mar-19	2,858
Apr-19	2,866

May-19	2,951
Jun-19	3,098
Jul-19	3,124
Aug-19	2,881
Sep-19	3,130
Oct-19	3,172
Nov-19	2,793
Dec-19	2,969
Jan-20	3,443
Feb-20	2,880
Mar-20	4,842
Apr-20	2,375
May-20	887
Jun-20	735
Jul-20	689
Aug-20	839
Sep-20	1,280
Oct-20	1,507
Nov-20	1,460
Dec-20	1,483
Jan-21	2,432
Feb-21	2,173

7. The number of AMD treatment appointments that have been cancelled
Total

	Total
Jan-19	17
Feb-19	11
Mar-19	27
Apr-19	14
May-19	32
Jun-19	20
Jul-19	34
Aug-19	34
Sep-19	25
Oct-19	29
Nov-19	32
Dec-19	28
Jan-20	28
Feb-20	17
Mar-20	54
Apr-20	13
May-20	*
Jun-20	*
Jul-20	14

Aug-20	14
Sep-20	13
Oct-20	14
Nov-20	19
Dec-20	23
Jan-21	13
Feb-21	13

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

8. The number of patients who have had a virtual appointment, either by phone, video conferencing or any other means.

Total

	Total
Jan-19	*
Feb-19	*
Mar-19	*
Apr-19	*
May-19	*
Jun-19	*
Jul-19	7
Aug-19	18
Sep-19	33
Oct-19	23
Nov-19	23
Dec-19	44
Jan-20	28
Feb-20	29
Mar-20	733
Apr-20	2,068
May-20	1,831
Jun-20	3,047
Jul-20	493
Aug-20	241
Sep-20	251
Oct-20	247
Nov-20	421
Dec-20	306
Jan-21	274
Feb-21	295

Please note: Where the figures are between 1 and 5, this has been denoted by *. Due to the low numbers, we have considered that there is the potential for individuals to be identified from the information provided, when considered with other information that may also be in the public domain. In our view disclosure of these low figures would breach one of the Data Protection Principles set out in Schedule 1 of the Data Protection Act, namely Principle 1. The Trust therefore finds that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. (Section 40 is the exemption for personal information).

9. If you have categorised patients by risk of vision loss, can you please break down the answers to questions 1-8 by these categories.

If it is not possible to break the data down by month, please supply the data in the shortest time-frame available (eg week or quarter).

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

Not applicable

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:

Director of Corporate Governance
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