

Freedom of Information Request

Ref: 24-291

15 April 2024

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 hold some of the information you are requesting

Please provide me with data for the years 2022-2023 and 2024 (if available) for the following information by Hospital site for data relating to Ophthalmology services. Please break down all information by category relating to Ophthalmology treatment code 130. Include all activity against codes WF01A, WF01B, WF02A, WF02B

Outpatient activity for the past 12 months

SITE	New		Follow-up	
	Bristol Eye Hospital	Weston General Hospital	Bristol Eye Hospital	Weston General Hospital
Attendances	15304	1415	88456	3180
DNAs	1525	54	6545	149

Inpatient activity by HRG code per month (WF01A, WF01B, WF02A, WF02B)

We are unable to provide this information. We do not have any activity recorded against these codes.

Outpatient activity by New Episode and Follow Up episode per month (latest 12 months)

SITE	New		Follow-up	
	Bristol Eye Hospital	Weston General Hospital	Bristol Eye Hospital	Weston General Hospital

Attendances	15304	1415	88456	3180
DNAs	1525	54	6545	149

Number of Outpatient episodes that are 1st follow up, number that are 2nd follow up and number that are 3rd follow up or over by month.

We have not provided the information in the requested format as we have considered that there is the potential for the individuals to be identified, when considered with other information that may be in the public domain. In our view disclosure of information would breach the Data Protection Act. Therefore, please find that Section 40 (2) exemption contained within the Freedom of Information Act 2000 is engaged. Section 40 is the exemption for personal information.

By Originating ICS (i.e. the local ICS to the patient), and GP practice code (or the code of the local provider to the patient)

We have not provided the information in the requested format as we have considered that there is the potential for the individuals to be identified, when considered with other information that may be in the public domain. In our view disclosure of information would breach the Data Protection Act. Therefore, please find that Section 40 (2) exemption contained within the Freedom of Information Act 2000 is engaged. Section 40 is the exemption for personal information.

The month of originating referral and the time the patient waited to be seen

Referral Month	Bristol Eye Hospital	Bristol Royal Childrens Hospital	South Bristol NHS Community Hospital	Weston General Hospital
2022	57.9	0	13.3	38.7
Jan	49.5	0	0	48.0
Feb	50.1	0	0	36.7
Mar	51.5	0	0	33.5
Apr	53.1	0	0	31.4
May	53.2	0	0	31.5
Jun	53.3	0	0	40.2
Jul	46.9	0	0	47.0
Aug	79.3	0	0	43.7
Sep	58.2	0	0	31.0
Oct	56.8	0	17.5	34.1
Nov	58.0	0	5.0	42.9
Dec	72.0	0	0	52.1
2023	50.6	1.0	16.0	43.7
Jan	60.6	0	0	34.0
Feb	52.0	0	0	32.8
Mar	54.7	0	0	34.3
Apr	60.3	1.0	0	39.4
May	53.2	1.0	0	51.7
Jun	49.2	0	0	51.8
Jul	46.8	0	12.0	64.6
Aug	45.7	0	19.0	59.3

Sep	49.7	0	0	54.9
Oct	54.4	0	0	49.0
Nov	40.0	0	14.0	24.9
Dec	37.9	0	19.0	29.4
2024	25.5	0	0	26.1
Jan	30.7	0	0	28.6
Feb	23.7	0	0	29.8
Mar	16.6	0	0	11.2

The total time the patient has waited for their next appointment for incomplete referrals

Month	Bristol Eye Hospital	Bristol Royal Infirmary	Weston General Hospital
2022	228.2	234.0	310.0
Jan	220.9	0	271.6
Feb	250.6	0	321.3
Mar	250.1	0	410.1
Apr	236.0	0	297.2
May	246.1	0	261.0
Jun	253.1	0	326.7
Jul	231.5	0	384.0
Aug	238.2	0	332.0
Sep	204.8	0	328.4
Oct	213.7	0	246.3
Nov	203.7	234.0	248.7
Dec	197.0	0	283.4
2023	144.2	177.8	179.9
Jan	202.0	0	313.0
Feb	202.2	0	267.2
Mar	190.6	0	217.0
Apr	179.5	0	212.4
May	179.8	0	204.6
Jun	162.6	0	185.5
Jul	159.0	0	185.5
Aug	140.8	177.8	150.0
Sep	118.9	0	133.7
Oct	86.8	0	99.0
Nov	73.1	0	81.5
Dec	55.6	0	73.0
2024	29.5	5.5	37.2
Jan	38.3	0	49.1
Feb	27.3	0	29.9
Mar	13.1	5.5	21.7
Grand Total	160.7	148.8	205.0

The total number of cancellations and rebooking's per month & reason for the cancellation

Month	Bristol Eye Hospital Cancellations	Patient Cancellations
Jan-22	782	2356
Feb-22	541	2221
Mar-22	948	2727
Apr-22	837	2237
May-22	653	2598
Jun-22	731	2418
Jul-22	658	1974
Aug-22	944	2282
Sep-22	1182	2582
Oct-22	878	2374
Nov-22	865	2400
Dec-22	1023	2575
Jan-23	726	2505
Feb-23	946	2108
Mar-23	1047	2524
Apr-23	1201	2203
May-23	792	2319
Jun-23	814	2740
Jul-23	898	2628
Aug-23	847	2765
Sep-23	1004	2789
Oct-23	863	2874
Nov-23	792	2702
Dec-23	662	2535
Jan-24	831	2993
Feb-24	768	2578
Mar-24	1268	2395

Total	23501	67402
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Month	Weston General Hospital Cancellations	Patient Cancellations
Jan-22	98	43
Feb-22	82	38
Mar-22	83	76
Apr-22	29	77
May-22	46	90
Jun-22	22	69
Jul-22	75	75
Aug-22	63	65
Sep-22	68	96
Oct-22	50	113
Nov-22	86	129
Dec-22	100	116
Jan-23	135	87
Feb-23	21	82
Mar-23	39	123
Apr-23	24	82
May-23	51	87
Jun-23	87	101
Jul-23	43	93
Aug-23	18	75
Sep-23	168	98
Oct-23	184	135
Nov-23	62	94
Dec-23	20	97
Jan-24	62	96
Feb-24	47	98

Mar-24	159	86
Total	1922	2421

The number of times patients have been cancelled and then referred to other providers because the trust could not see them in time

We are unable to provide this information – our systems do not capture this data.

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