

**Freedom of Information Request**

**Ref: 25-738**

24 September 2025

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

**Numbers of patient referrals to ENT which reference: 'rhinitis medicamentosa' and/or 'decongestant nasal spray dependency'**

**I would like to know the number of referrals to ENT specialists at this NHS Trust between August 2018 and August 2025, which have related to a patient suffering with rhinitis medicamentosa, also known as decongestant nasal spray dependency.**

**Please provide me with the following information if possible:**

- **Number of patients referrals to an ENT specialist referencing rhinitis medicamentosa AND/OR nasal spray overuse/dependency at this Trust between August 2018 and August 2025**
- **If possible, also indicate how many of such referrals resulted in a patient undergoing surgery**

**IF providing data from 2018 to 2025 is not possible, please let me know the numbers you can get - even if it is just the past year then that is fine.**

We are unable to provide this information as this would be incorporated into nasal congestion referrals. Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

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**