

Freedom of Information Request**Ref: UHB 17-526**

Date 13 October 2017



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

1. Do you currently have a strategy in place to reduce waiting times between arrival and being seen, for outpatients having elective treatment/surgery?

No – The Trust's strategy is to keep patients informed of waiting times in clinic.

2. How are you measuring its implementation?

We are performing regular audits of all outpatient areas across the Trust to ensure they are meeting the required standards for communicating waiting times with patients. There is monitoring of the results of this through 3 Trustwide meetings, one for divisional managers, one for performance and operational managers and one for outpatient nurse managers.

3. What maximum waiting room time targets do you have in place?

We do not have maximum waiting room targets in place. We have targets for how often patients should be informed of the current waiting times in clinic. These require the waiting times board to be updated every 30minutes and the patients to be verbally updated of the current waiting time for each clinician at the same time. Coloured magnets are placed on the waiting times board in each clinic (a few small clinics do not have them, as patients are updated verbally and these clinics usually run to time) to indicate the current length of wait as follows: Green 0-15mins, Yellow 15-45 mins, Red more than 45mins.

4. How have you performed against those targets for 2014, 2015, 2016 and 2017 to date?

Not applicable as there are no targets.

5. Who is responsible for setting those targets?

Targets are set by outpatient steering group in discussion with Trust senior leadership team and clinicians.

6. How many official customer complaints did you receive in 2014, 2015, 2016 and 2017 to date about waiting room times, or poor outpatient experience?

We do not currently record complaints under the specified category of 'waiting times' or 'poor outpatient experience' however we are able provide you with the total number of complaints received in 2014, 2015, 2016 and 2017 to date, based on all of the complaint categories we record which would affect the patient experience of attending an outpatient appointment (see table below)

The categories used were:

- Lost/Misplaced/Delayed Test Results
- Medical Records Not Available/Missing
- Premises – Temperature/Access to/Environment/Unfit for Purpose
- Waiting Time in Clinic
- Wayfinding

Category	2014	2015	2016	2017 to date
Lost/Misplace/Delay Test Results	23	33	17	20
Medical Records Missing/Lost/Not Available	7	**	**	**
Premises - Temperature/Access To/Environment/Unfit for Purpose	18	19	0	**
Waiting Time In Clinic	21	20	6	14
Way Finding	**	14	**	0

Where the figures are fewer than 5, this has been denoted by **. Where numbers are low we have considered that there is the potential for the 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. There therefore find that the Section 40(2) exemption contained within the Freedom of information Act 2000 is engaged. Section 40 is the exemption for personal information

7. Do you currently deploy any of the following for managing outpatient check in and outpatient flow at the hospital?

Receptionist/manned desk	Yes
Paper ticket queue management dispenser	Yes
Queue management display screen and audio to call patients	No
Self-service kiosk to notify arrival for appointments, or ask for help	Yes
iPad/tablet station	No
Ability to check in with smartphone	No
Other: Please specify	

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:

Trust Secretary
University Hospitals Bristol 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

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

Yours sincerely,

A black rectangular redaction box covering the signature area.