

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-000388

**Date:** 27/11/23

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Request**

Freedom of Information Request - Triaging of Paediatric Referrals in 2010/11

We are seeking information regarding the policies and procedures in place at Russells Hall Hospitals in December 2010 to March 2011 regarding the management of the receipt of e-referrals (specifically Paediatric) from a patient's GP.

The information that we are seeking includes but is not limited to:

The processes for managing the receipt of e-referrals.

- b. The timescales for review and actioning of incoming e-referrals.
- c. The policies for the vetting of incoming e-referrals.
- d. The procedures for the booking of outpatient appointments.
- e. The timescales for the offer of an appointment on an urgent and routine basis.
- f. The management of diagnostics and maintenance of elective waiting lists for the purpose of taking a patient through their e-referral to treatment pathway.

**Response**

Unfortunately due to the time lapsed, we do not have any policies and procedures specifically around e-referrals in 2010/11.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

FOI/REF FOI-

Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**