

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

Ref: FOI-122023-000502

Date: 21st December 2023

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

Request

1. In the last 5 years, how many patients that have registered in the Accident and Emergency department have left/discharged themselves before being seen by a medical professional for treatment, transfer or discharge? *(financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*
2. Of those patients, how many left before receiving an initial assessment? *(please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*
3. Of those patients, how many left after receiving an initial assessment but before seeing a medical professional to determine whether they will need treatment, transfer or discharge? *(please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*
4. On average, how long was a patient waiting to be seen *(for either triage or treatment)* before leaving/discharging themselves from A+E? *(please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*
5. What was the longest time a patient was waiting to be seen *(for either triage or treatment)* before leaving/discharging themselves from A+E? *(please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*

Response

Years	Q1 - Left before seeing a Medical Professional	Q2 - left before Initial Assess (Triage)	Q3 -left between Triage & Medical Professional	Q4 - Avg Wait before leaving (mins)	Q5 - Longest Wait (Mins)
2018/19	3743	1896	1847	180	1234
2019/20	2313	1097	1216	187	1531
2020/21	442	215	227	165	1478

2021/22	1574	647	927	192	1640
2022/23	1326	522	804	233	1632
2023/24 Q1	205	16	189	237	1249

Our clinical system was not used until May 2019, prior to that data around patients triage and seeing a Medical Professional was unreliable

20/21 was the peak of covid, therefor more accurate data would be the following 3 years

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
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DY1 2HQ
Email: 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

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

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust