

Ref. No: 1791
Date: 30/05/2025
Subject: 12+ hour "trolley waits"

REQUEST

1. **By individual hospital** (if the trust runs more than one major A&E) the number of patients spending more than
 - a. 24 hours from decision to admit to admission (also known as a "trolley wait" breach)
 - b. Of those, the number of people waiting more than 48 hours
 - c. Of those, the number of people waiting more than 72 hours
 - d. Of those, the number of people waiting more than 96 hours
 - e. The longest that any one patient had to wait
2. The number of those patients detailed in (1) for categories (a) - (d) who were classed as mental health patients and the longest that any mental health patient had to wait.

I would like this information for:

January 2025
February 2025
March 2025
April 2025

With each month's information being separate.

RESPONSE

S&O	12+	24+	48+	72+	96+
Jan-25	442	316	77	13	1
Feb-25	366	243	51	10	0
Mar-25	314	203	38	3	0
Apr-25	314	212	28	0	0
Total	1436	974	194	26	1

StHK	12+	24+	48+	72+	96+
Jan-25	1241	771	260	30	1
Feb-25	1101	693	174	14	0
Mar-25	1260	693	106	2	1
Apr-25	1207	791	119	3	0
Total	4809	2948	659	49	2

The longest wait patients for the individual months are:

Jan-25 – 98 hours (S&O); 98 hours (StHK)
Feb-25 – 90 hours (S&O); 89 hours (StHK)
Mar-25 – 78 hours (S&O); 117 hours (StHK)
Apr-25 – 67 hours (S&O); 87 hours (StHK)

Section 12 of the FOIA allows a public authority to refuse a request where it estimates that it would exceed the appropriate limit to comply with the request. The relevant section states:

12. (1) - Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

where the appropriate limit is equal to 18 hours of staff time as set by the *Freedom of Information act (Appropriate Limit and Fees) Regulation 2004*

In determining the time limit, the Trust can only take into account

- determining whether the information is held;
- locating the information, or a document containing it;
- retrieving the information, or a document containing it; and
- extracting the information from a document containing it.

To determine whether the requested information is available, the Trust would need to manually review all medical records from both A&E departments for the specified period. Unfortunately, our current Electronic Patient Record (EPR) system does not capture this level of detail, and therefore, a simple

report cannot be generated. However, we are in the process of procuring a new EPR system that will improve data capture and reporting capabilities in the future.

Calculation –

3922 patients met the reporting requirements. To answer this question each of these records would require a manual record audit. It is estimated that each record would take 4 minutes to check it would take in access for 261.4hrs.

Advice and Assistance

Under section 16 of the FOIA, advice and assistance should be provided to allow the request to come under the appropriate limit by scaling or modifying the request.

Unable to narrow

However, as the information is not readily available and the number of attendances is not in a format that can be easily produced, The Trust could look to providing the information for one A&E site, however this would also exceed the time allowed for this reduced request.

Unfortunately, the Trust is unable to provide further assistance in this instance.