

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 11 June 2021.

I am pleased to confirm the following.

- 1. What is the longest period of time a single patient waited in A&E to be seen, treated, and admitted/discharged during calendar years 2018, 2019, 2020 and 2021 (Year to Date)? Please provide any details concerning why the patient waited this length of time and what their ailment/s were?**

Notes & Comments:	Detailed below are the longest periods of time a single patient waited in A&E from arrival to discharge during calendar years 2018, 2019, 2020 and 2021 (up to and including 21st June 2021).		
	Please note we do not have information regarding the patients ailment, therefore cannot provide this.		
Response:	Year	Wait Time (HH:MM:SS)	Reason for Long Wait
	2018	34:38:00	Surgical Restructure
	2019	42:04:00	Awaiting a Bed at a Mental Health Facility
	2020	27:22:00	Awaiting a Bed at a Mental Health Facility
	2021	66:35:48	Awaiting a Bed at a Mental Health Facility

- 2. What are the top 10 longest periods of time a single patient waited to start consultant-led treatment from referral for non-urgent conditions during calendar years 2018, 2019, 2020 and 2021 (Year to Date)? Please provide any details concerning why the patient waited this length of time and what their ailment/s were.**

The Trust reports the number of patients who are waiting at any given moment in time (usually at the end of the month for national reporting) with the length of time the patient has waited based on RTT (referral to treatment) rules at any given moment in time characterised by the events associated with the patient pathway. In considering that the impact of these events can therefore be different for each patient and there is a significant risk the length of time waited at any given moment in time may be skewed. It is our understanding that the information requested in this particular question is referring to those patients treated on an RTT pathway and providing a retrospective time taken between the date the patient is referred to the hospital and the date the patient had treatment, providing the longest waiters. As each patient pathway is unique and characterised by the nuances

in terms of events in the pathway which could impact the length of time they have waited from when they are referred, providing the longest waits (to treatment) over a certain amount of time would be misleading. Furthermore, the data quality underpinning the data that has been requested in this FOI is subject to the recording of these events on a timely basis. We are aware that some of these are not necessarily recorded on a timely basis and therefore can impact on the waiting time. In most instances the focus is ensuring that patient is treated and not necessarily focusing on getting retrospective events corrected to ensure we are reporting retrospective waiting time correctly. In such circumstances, we are aware the waiting times are actually longer than the “true waiting time” in terms of RTT waiting time. Hence, providing this data would lead to misinterpretation and consequently, we will not be able to provide the data for this request.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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