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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

RE: Freedom of Information Request

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

9th January 2024

Dear Sir/Madam

With reference to your request for information received on 7th December 2023, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 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)**

2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 to date
3673	5309	2185	5080	6598	1403

- 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)**

2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 to date
121	227	106	316	558	149

- 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)**

2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 to date
225	293	149	286	334	53

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net



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Chair Claire Ward
Chief Executive Paul Robinson

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)

2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 to date
131 mins	134 mins	123 mins	155 mins	169 mins	168 mins

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)

2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 to date
608 mins	689 mins	919 mins	362 mins	1293 mins	966mins

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, 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: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.