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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](http://www.sfh-tr.nhs.uk)

31st January 2023

Dear Sir/Madam

With reference to your request for information received on 25<sup>th</sup> October 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:

**I am conducting some research on how different trusts manage their internal referrals (i.e. referral to treatment) and waiting lists and was hoping you'd be able to answer the following questions:**

1. **Do you have a centralised patient administrative service within your Trust?**

No

- **If not then how do you run your patient services? Please provide a description (i.e. are these admin functions delivered by different services within the Trust).**

Our patient administrative services across Sherwood Forest Hospitals are delivered by different departments throughout the Trust depending on which part of the pathway the patient is on e.g. surgical waiting list, outpatient appointment, clinic preparation, reception, validation. Additionally, the patient administration service for some specialities may be provided from within the speciality team structure.

2. **What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.**

N/A

3. **What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.**

N/A

4. **What is the size, structure and budget of that central administrative? Please provide an outline of team structure as it currently stands and the total number of people in that team, with NHS salary bands, as well as its yearly budget for the past 5 financial years.**

N/A

## Home, Community, Hospital.

Patient Experience Team  
01623 672222  
[sfh-tr.pet@nhs.net](mailto:sfh-tr.pet@nhs.net)



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site

Chair Claire Ward  
Chief Executive Paul Robinson

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](mailto: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](mailto: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](mailto:sfh-tr.foi.requests@nhs.net).

Yours sincerely

### **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.