

Freedom of Information Request

Ref: UHB 17-574

Date 3 October 2017

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

I would like to request definitions of the following terms used in the FOI response 16-329: 'mobilisation time', 'transit time', 'further advice call'.

Mobilisation time is defined as the time from the referral being accepted as requiring a PIC transfer, to the WATCH team leaving the building (or, in the case of consecutive transfers, clearing from the first task and setting out on the second). We have our own ambulances; in almost all circumstances they are immediately available.

Transit time is defined as the time taken from mobilisation to arrival at the child's bedside. It does not include subsequent journeys.

Further advice calls: nearly 50% of all calls to WATCH are for advice on clinical management and do not result in a transfer. When a child is known to us and receiving ongoing care in the local centre, WATCH will continue to make contact with the local team on a regular basis to advise on an agreed plan of management. Occasionally a child's condition will change such that a transfer does become necessary at a later time point. For such children, the time between the initial contact and the point at which the team mobilises will necessarily be longer. It is for this reason that mobilisation time is defined as being from the point at which it is agreed that a PIC transfer is necessary.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, 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:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

[Redacted signature]