



Freedom of Information Request

Ref: UHB 19-682

2 December 2019

By Email

Dear Sir/Madam

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

1. How many patients do you have on your waiting lists who require a follow-up appointment in ophthalmology?

23,392 patients.

2. Over the last year (ie from November 2018 to October 2019), how many patients exceeded the length of time requested by their consultant/doctor before being seen for an ophthalmology follow up appointment?
3. How long had they waited past their target date? Please give the total number and also break down by the following categories.
 - Under a month
 - One month to six months
 - Six months to a year
 - Over a year.

For questions 2 & 3: The Trust holds data on the position at each month-end, but data in relation to actual appointments is not available.

Month	Total Overdue	Percentage Overdue	Overdue 1+ Month	Overdue 1+ Month %	Overdue 3+ Months	Overdue 3+ Months %	Overdue 6+ Months	Overdue 6+ Months %	Overdue 9+ Months	Overdue 9+ Months %	Overdue 12+ Months	Overdue 12+ Months %
Nov-18	5,091	20.9%	3,489	14.3%	1,040	4.3%	303	1.2%	70	0.3%	2	0.0%
Dec-18	4,745	19.8%	3,071	12.8%	998	4.2%	178	0.7%	31	0.1%	0	0.0%
Jan-19	4,251	18.3%	2,557	11.0%	1,090	4.7%	232	1.0%	13	0.1%	0	0.0%
Feb-19	4,544	19.2%	2,973	12.6%	1,157	4.9%	280	1.2%	29	0.1%	0	0.0%
Mar-19	4,991	21.1%	3,446	14.6%	1,260	5.3%	366	1.5%	57	0.2%	1	0.0%
Apr-19	5,382	23.0%	3,574	15.3%	1,369	5.9%	385	1.6%	38	0.2%	1	0.0%
May-19	4,911	21.2%	3,225	13.9%	1,477	6.4%	441	1.9%	8	0.0%	0	0.0%
Jun-19	4,644	19.9%	3,313	14.2%	1,536	6.6%	483	2.1%	9	0.0%	0	0.0%
Jul-19	4,993	20.9%	3,277	13.7%	1,669	7.0%	567	2.4%	61	0.3%	0	0.0%
Aug-19	4,640	19.4%	3,202	13.4%	1,550	6.5%	490	2.1%	3	0.0%	0	0.0%
Sep-19	4,605	19.2%	3,186	13.3%	1,592	6.6%	481	2.0%	1	0.0%	0	0.0%
Oct-19	4,727	19.4%	3,121	12.8%	1,615	6.6%	604	2.5%	64	0.3%	0	0.0%

4. In how many of these cases was a harm review carried out?

	Total per Sub specially	Degree of Harm recorded				
		None	Minor	Moderate	None Near miss	
Optometry / Orthoptist - Joint clinics	8	7	1			
Paediatric joint clinic issues)	5	4	1			
Paeds	1		1			
Med Ret	8	3	1	3	1	
ED	1	1				
Corneal	1	1				
Glaucoma	2	2				
Totals	24	17	3	3	1	

5. What are the criteria for carrying out a harm review?

An initial incident investigation assesses the likely harm and whether it is moderate or high, a Root Cause Analysis / harm panel reviews are requested.

6. Did the harm reviews reveal any patients had come to harm (please give numbers and the degree of harm suffered)?

Please see the data recorded in the table in response to Question 3.

7. Please also attach internal or external reports relating to issues with follow up appointments in ophthalmology.

Please see attached document from the Divisional Governance meeting for Surgery on 15.11.19.

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:

Director of Corporate Governance
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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to

the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust