



Freedom of Information Request

Ref: UHB 19-617

29 October 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. Please could I have information on the average wait times for appointments for patients of the Unity Sexual Health service, both for those who are showing no symptoms, and for those who are showing symptoms.

April – September 2019. Central Health Clinic reports an average waiting time from arrival in clinic until start of consultation as follows:

- a. Asymptomatic Patients 28 minutes.
- b. Symptomatic Patients 31 minutes.
- c. Other Patients (e.g. contraception only patients) 29 minutes.

Please note, this is for all Central Health Clinic patients, irrespective of whether the patient has a booked appointment or is attending on the walk in service.

This does not take into account Unity partner organisations or PAS / Psychosexual services that operate out of the same clinic building.

2. Furthermore, please could I have statistics on the amount of people who have responded in the survey given at the beginning of each appointment on how long they have waited for an appointment, and whether they were turned away from another clinic due to the volume of patients?

The Trust does not hold this information. There is no survey regarding waiting times.

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