

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

4 December 2019

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0443**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**//////////REQUEST**

**Please see attached spreadsheet with answers.**

I am conducting research into the nature of complaints for patients admitted to A & E. I would like to request the following information under the Freedom of Information act:

1. For each of the last three calendar years (2019, 2018, 2017), please provide a monthly list of the chief complaints for patients admitted to A&E, broken down by:
  - The name of the chief complaint.
  - The number of patients admitted to A&E for each chief complaint.
  - The number of male patients admitted for each chief complaint.
  - The number of female patients admitted for each chief complaint.

Please note that the **Chief Complaint** is the presenting symptom rather than the primary diagnosis.

Please see the image below, which is data from a similar FOI request from 2017, to understand how I would like the data interpreted.

<https://infogram.com/edp-aande-chief-complaints-1h9j6qmxvr3v4gz>

2. For each of the last three calendar years (2019, 2018, 2017) please disclose the total number of patients that were admitted to A and E.
3. For each of the last three calendar years (2019, 2018, 2017) please disclose the total number of patients admitted to A and E that were **not** GP registered.

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer  
Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford  
HR1 2DX  
Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may 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

Telephone: 01625 545 745     [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

#### **Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)