



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 22 August 2022

Re: Freedom of Information Request
Ref: 266-2022

Thank you for your email dated the 26th July 2022, requesting information in relation to Physiotherapy Waiting Times.

The information you require is as follows:

Time periods

1st June 2019 – 31st May 2020

1st June 2020 – 31st May 2021

1st June 2021 – 31st May 2022

Information requested:

- **Total number of referrals for physiotherapy for each period**
- **Number of people on the waiting list for routine physiotherapy at the end of each period**
- **Number of people on the waiting list for urgent physiotherapy at the end of each period**
- **Average waiting time in days for routine physiotherapy following referral for each period**
- **Average waiting time in days for urgent physiotherapy following referral for each period**
- **Average number of days between first and second physiotherapy appointments for each period**

- **[Please see attached spreadsheet](#)**

Should you require any further information please do not hesitate to contact me on the email address provided below.

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

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://forms.office.com/r/eLzHXi49Ea>



Kind Regards,

The Information Governance Team
Contact Email: ccf-tr.foi@nhs.net