



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 28 August 2018

Re: Freedom of Information Request
Ref: 170-2018

Thank you for your email dated 31st July 2018, requesting various information in relation to waiting times.

The information that you require is as follows:

1. **What is the longest period of time a single patient waited in A&E to be seen, treated, and admitted/discharged during calendar years 2015, 2016, 2017 and 2018 (Year to Date)? Please provide any details concerning why the patient waited this length of time and what their ailment/s were?**

I can confirm that our Trust does not hold any information in this regard. Our Trust is a tertiary specialist cancer treatment centre and therefore does not have an A&E Department. Therefore, the information you have requested is not applicable to our Trust in this instance.

2. **What are the top 10 longest periods of time a single patient waited to start consultant-led treatment from referral for non-urgent conditions during calendar years 2015, 2016, 2017 and 2018 (Year to Date)? Please provide any details concerning why the patient waited this length of time and what their ailment/s were.**

N/A- as a tertiary specialist cancer treatment centre, all of our patients are seen urgently within 7 days for a first outpatient consultant lead appointment. We do not have non urgent conditions.

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://www.surveymonkey.co.uk/r/H39RFMM>