

Date: 18 November 2019

**Re: Freedom of Information Request**  
**Ref: 328 - 2019**

Thank you for your email dated 15<sup>th</sup> November 2019, requesting information relating to A&E complaints.

The information that you require is as follows:

**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-1h9j6qmxvr3v4qz>**

**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.**

**I can confirm that our Trust does not hold any information in this regard. Our Trust is a tertiary specialist cancer treatment centre and does not have**

**an A&E Department. Therefore, the information you have requested is not applicable to our Trust in this instance.**

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>**