

Our Ref: 650/2023
December 2023

Re: Your request made under the Freedom of Information Act 2000

In accordance with the Freedom of Information Act, I would be grateful if you could comply with the following request. Could you provide the following information:

1. In the last 5 years, how many patients that have registered in the Accident and Emergency department have left/discharged themselves before being seen by a medical professional for treatment, transfer or discharge? *(financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*
2. Of those patients, how many left before receiving an initial assessment? *(please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*
3. Of those patients, how many left after receiving an initial assessment but before seeing a medical professional to determine whether they will need treatment, transfer or discharge? *(please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*
4. On average, how long was a patient waiting to be seen *(for either triage or treatment)* before leaving/discharging themselves from A+E? *(please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*
5. What was the longest time a patient was waiting to be seen *(for either triage or treatment)* before leaving/discharging themselves from A+E? *(please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)*

Financial Year	Q1 Total Attendance	Q2 Total Attendances	Q3: Average mins to triage	Q3: Average mins to first treatment	Q4: Longest time to triage, Minutes	Q4: Longest time to first treatment, Minutes
201920	6232	560	25	38	300	753
201819	5548	547	12	21	188	905
202122	10033	1676	45	71	377	658
202021	4624	557	27	50	376	428
202223	11246	1739	59	74	581	892
202324	2210	272	45	56	361	396

202324 is upto and including 30/06/2023