

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

I am conducting a national benchmarking exercise on NHS community dietetic services in England and would be grateful if you could provide the following information. Please use figures from the most recent completed financial year for which data are held — 2024/25 if available, otherwise 2023/24.

1. What was the total annual spend or budget for your community dietetic service in the reporting year? Please state whether this is a budgeted or actual figure, and confirm which financial year it relates to.
2. How many whole-time equivalent (WTE) dietetic posts were funded within the community dietetic service in that year?
3. How many of those funded posts were filled? Please provide either the filled WTE as at 31 March of the reporting year, or the average filled WTE across the year — whichever is more readily available.
4. How many completed patient contacts did the community dietetic service deliver during the reporting year? Please exclude did-not-attends (DNAs) and cancellations.
5. Of those completed contacts, how many were new patient contacts and how many were follow-up contacts?
6. Do the figures provided in questions 2–5 relate to community dietetic services only, or do they also include acute, inpatient, or outpatient dietetic activity? Please confirm.
7. What was the most recent Friends and Family Test (FFT) percentage recommended score for the community dietetic service, if this is recorded and held? If FFT data are not available for this service, please state this.

Where the exact figure requested is not held, please provide the nearest available equivalent and briefly describe what it covers.

Following careful consideration, the Trust is unable to provide the requested information under Section 12 of the Freedom of Information Act 2000, as the cost of compliance would exceed the appropriate limit.

The information requested is not held in a single, reportable format. In particular, the Trust does not centrally record “community dietetic services” as a distinct dataset separate from acute, outpatient and inpatient activity.

To respond in full would require manual extraction, review and reconciliation of data across multiple systems, including workforce, finance and activity reporting systems. This would involve significant clinical and administrative input and would exceed the 18-hour cost limit set out in the Act.

Under our duty to provide advice and assistance (Section 16), we would be happy to consider a refined request. For example, you may wish to:

- Request information relating to the entire dietetic service (all settings) rather than community-only; or
- Limit your request to specific elements such as workforce (WTE) or budget only.

Please let us know if you would like to refine your request and we will be happy to assist.

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner’s Office (ICO). The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Our Ref:196

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Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>