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Key words	A&E GP Streaming Service
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Attachments	No

Freedom of Information Act Disclosure log - Reply Extract

You asked

1. Current A&E GP streaming service:

I. What are the opening hours?

8-6pm Monday to Friday then Out of Hours through Devon Doctors LTD

II. How many GPs do you have working at any one time?

One

III. What is the hourly pay?

Pay is personal information. The rates paid are determined by the terms and conditions of the contract. The Trust on this occasion is refusing to supply hourly pay; avoiding a breach of the Data Protection principles.

It has considered whether it would be able to provide banded information, promoting transparency, but the number of staff affected by your request is too low to support this approach.

This decision is in accordance with section 40.-(2)(a) and (b) by virtue of section 40.-(3)(a)(i), the personal information exemption as described in the Freedom of Information Act.

IV. What is the seniority mix?

Not applicable, there is no seniority mix

V. How many GPs do you have and how many vacancies?

Four locums regularly cover the current service. We have recently advertised this as a substantive post.

VI. What proportion are: a) locums, b) from local practices c) employed by the Trust, or d) other? (If other, please explain)

All locums

2. Between November 1 2017 and April 30 2018:

I. How many patients were seen through A&E GP streaming?

Please refer to the response to Q2 II.

II. What proportion were:
a) dealt with in full
b) sent through to A&E
c) referred to their own GP
d) other?

The Trust holds 854 records for patients seen by the Emergency department screening service. It would need to manually locate, extract and collate the information requested. The Trust has estimated this would take about 10 minutes per record to examine each record and identify pertinent data. The law only requires up to 18 hours for this function and consequentially is refusing this part of your request in compliance with section 12.(1) – the appropriate limit. Please see legal notes for further details.

3. To date (since launching the streaming service):

I. How many patient complaints have you received concerning A&E GP streaming?

The Trust has not formally recorded any complaints that directly involving primary care streaming patients.

Legal notes

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance with section 1(b) unless otherwise specified.

Section 40 (2) – Personal information

This refusal is in accordance with section 40.(2)(a) and (b) by virtue of section 40.(3)(a)(i), the personal information exemption as described in the Freedom of Information Act. This avoids a breach of the first two Data Protection Act principles.

Section 12 (1) – The appropriate limit

Plymouth Hospitals NHS Trust is confirming in accordance with section 1 (a) of the Act that it does not hold the information requested in any collated format. Case information is held within individual records, but the Trust could not locate, extract and collate such information as requested within the limitations of the Act. It is therefore considered exempt from supply in accordance with section 12(1) of the Act – Request exceeds the appropriate limit by virtue of section 13.(1)(a) – The Cost of Compliance exceeds the appropriate limit.

Attachments included: No