

FOI REF: 24/353

11<sup>th</sup> July 2024**Eastbourne District General Hospital**Kings Drive  
Eastbourne  
East Sussex  
BN21 2UD

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Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)**FREEDOM OF INFORMATION ACT**

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**1. Does your Eye Service/A&E service offer Emergency/Casualty Eye Care by walk-in, telephone or self-referral?**

Yes. Please note that we no longer have clinics defined as Casualty Eye Clinics, but they are RAC (Rapid Access Clinics) and prior to this PCC (Primary Care Clinics). These clinics are not walk in clinics, but patients are still seen in these clinics by referral from a GP, Optometrist or Self-Referral.

**a) If so, can you please state if it is walk-in, telephone or self-referral based?**

[Please see above.](#)

**b) can you provide activity data for each of the last 5 years**

**2018/19**  
**2019/20**  
**2020/21**  
**2021/22**  
**2022/23**

[Please see attached document and note that due to COVID and a change in a system, the numbers went down quite in 2020/21.](#)

**2. Number of Adult Patients attending, in each year, in the age groups of**

**18 to 24**  
**25 to 34**  
**35 to 49**  
**50 to 64**  
**over 65**

[Please see attached document.](#)

Cont.../

3. **Number of Adult Patients attending, in each year, split by Casualty/A&E Triage Category of 3, 4 & 5 (we have intentionally excluded Category 1 & 2 from this FOI)**

**Category 3**

**Category 4**

**Category 5**

[Please see attached document.](#)

4. **Number of Adult Patients transferred/onward referred, in each year, to the Outpatient Eye clinic for ongoing care?**

[Please see attached document.](#)

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)

FOI 24/353 Ophthalmology urgent services - Outpatients

1. Does your Eye Service/A&E service offer Emergency/Casualty Eye Care by walk-in, telephone or self-referral?

- a) If so, can you please state if it is walk-in, telephone or self-referral based?
- b) can you provide activity data for each of the last 5 years

2018/19 - Criteria - New Attendances in 18/19 by Ref Source - PCC Clinics  
All Face to Face - Attendances

Referral Source	No of Refs
From A&E Department	1116
From GP - Continue Pathway/New Pathway/Non RTT Service	1085
From Optometrist	720
Self-Referral	681
Total	3602

2020/21 - Criteria - New Attendances in 20/21 by Ref Source - PCC Clinics  
2935 - Face to Face, 12 Telephone Attendances

Referral Source	No of Refs
From A&E Department	1072
From GP - Continue Pathway/New Pathway/Non RTT Service	852
From Optometrist	357
Self-Referral	666
Total	2947

2022/23 - Criteria - New Attendances in 22/23 by Ref Source - RAC Clinics  
4008 - Face to Face, 3 Telephone Attendances

Referral Source	No of Refs
From A&E Department	1228
From GP - Continue Pathway/New Pathway/Non RTT Service	752
From Optometrist	1067
Self-Referral	964
Total	4011

2019/20 - Criteria - New Attendances in 19/20 by Ref Source - PCC Clinics  
All Face to Face - Attendances

Referral Source	
From A&E Department	
From GP - Continue Pathway/New Pathway/Non RTT Service	
From Optometrist	
Self-Referral	
Total	

2021/22 - Criteria - New Attendances in 21/22 by Ref Source - PCC/RAC Clinics  
3823 - Face to Face, 1 - Video Attendances

Referral Source	
From A&E Department	
From GP - Continue Pathway/New Pathway/Non RTT Service	
From Optometrist	
Self-Referral	
Total	

2. Number of Adult Patients attending, in each year, in the age groups of 18 to 24, 25 to 34, 35 to 49, 50 to 64, over 65

**2018/2019**

Referral Source	18-24	25-34	35-49	50-64	over 65	Total
From A&E Department	64	137	198	298	350	1047
From GP - Continue Pathway/New Pathway/Non RTT Service	30	65	150	244	522	1011
From Optometrist	23	45	72	186	361	687
Self-Referral	6	34	69	147	415	671
<b>Total</b>	<b>123</b>	<b>281</b>	<b>489</b>	<b>875</b>	<b>1648</b>	<b>3416</b>

**2019/2020**

Referral Source	18-24	25-34	35-49	50-64	over 65	Total
From A&E Department	66	117	176	277	367	1003
From GP - Continue Pathway/New Pathway/Non RTT Service	35	65	166	277	554	1097
From Optometrist	17	42	74	145	332	610
Self-Referral	8	25	83	151	457	724
<b>Total</b>	<b>126</b>	<b>249</b>	<b>499</b>	<b>850</b>	<b>1710</b>	<b>3434</b>

**2020/2021**

Referral Source	18-24	25-34	35-49	50-64	over 65	Total
From A&E Department	70	129	178	306	334	1017
From GP - Continue Pathway/New Pathway/Non RTT Service	38	59	110	187	425	819
From Optometrist	11	28	41	85	181	346
Self-Referral	12	30	56	140	417	655
<b>Total</b>	<b>131</b>	<b>246</b>	<b>385</b>	<b>718</b>	<b>1357</b>	<b>2837</b>

**2021/2022**

Referral Source	18-24	25-34	35-49	50-64	over 65	Total
From A&E Department	54	139	214	320	365	1092
From GP - Continue Pathway/New Pathway/Non RTT Service	27	59	103	238	438	865
From Optometrist	22	36	86	155	386	685
Self-Referral	17	43	97	197	614	968
<b>Total</b>	<b>120</b>	<b>277</b>	<b>500</b>	<b>910</b>	<b>1803</b>	<b>3610</b>

**2022/2023**

Referral Source	18-24	25-34	35-49	50-64	over 65	Total
From A&E Department	59	149	188	329	398	1123
From GP - Continue Pathway/New Pathway/Non RTT Service	22	57	84	187	343	693
From Optometrist	35	96	138	240	502	1011
Self-Referral	7	43	110	214	554	928
<b>Total</b>	<b>123</b>	<b>345</b>	<b>520</b>	<b>970</b>	<b>1797</b>	<b>3755</b>

**3. Number of Adult Patients attending, in each year, split by Casualty/A&E Triage Category of 3, 4 & 5 (we have intentionally excluded Category 1 & 2 from this FOI) Category 3, Category 4 , Category 5**

**2018/2019 - Outpatients - Urgency**

Referral Source	Cancer	Urgent	Routine	Total
From A&E Department	0	322	794	1116
From GP - Continue Pathway/New Pathway/Non RTT Service	1	304	780	1085
From Optometrist	0	277	443	720
Self-Referral	0	132	549	681
<b>Total</b>	<b>1</b>	<b>1035</b>	<b>2566</b>	<b>3602</b>

**2019/2020 - Outpatients - Urgency**

Referral Source	Cancer	Urgent	Routine	Total
From A&E Department		806	259	1065
From GP - Continue Pathway/New Pathway/Non RTT Service		824	342	1166
From Optometrist		444	193	637
Self-Referral		484	259	743
<b>Total</b>	<b>0</b>	<b>2558</b>	<b>1053</b>	<b>3611</b>

**2020/2021 - Outpatients - Urgency**

Referral Source	Cancer	Urgent	Routine	Total
From A&E Department		1005	67	1072
From GP - Continue Pathway/New Pathway/Non RTT Service		744	108	852
From Optometrist		337	20	357
Self-Referral		627	39	666
<b>Total</b>	<b>0</b>	<b>2713</b>	<b>234</b>	<b>2947</b>

**2021/2022 - Outpatients - Urgency**

Referral Source	Cancer	Urgent	Routine	Total
From A&E Department		1119	58	1177
From GP - Continue Pathway/New Pathway/Non RTT Service		815	110	925
From Optometrist		677	44	721
Self-Referral		955	46	1001
<b>Total</b>	<b>0</b>	<b>3566</b>	<b>258</b>	<b>3824</b>

**2022/2023 - Outpatients - Urgency**

Referral Source	Cancer	Urgent	Routine	Total
From A&E Department		1197	31	1228
From GP - Continue Pathway/New Pathway/Non RTT Service	1	670	81	752
From Optometrist		1043	24	1067
Self-Referral		951	13	964
<b>Total</b>	<b>1</b>	<b>3861</b>	<b>149</b>	<b>4011</b>

4. Number of Adult Patients transferred/onward referred, in each year, to the Outpatient Eye clinic for ongoing care?

**2018/2019 - Outpatients - Outcomes**

Referral Source	Att - Treatment Started (A)	Att - Continue Treatment (D)	Att - Ref to other Trust (E )	ATT - OP Treatment (Ia)	Total
From A&E Department	502	64	6	8	580
From GP - Continue Pathway/New Pathway/Non RTT Service	487	65	11	26	589
From Optometrist	342	33	13	20	408
Self-Referral	323	54	1	8	386
<b>Total</b>	<b>1654</b>	<b>216</b>	<b>31</b>	<b>62</b>	<b>1963</b>

**2019/2020 - Outpatients - Outcomes**

Referral Source	Att - Treatment Started (A)	Att - Continue Treatment (D)	Att - Ref to other Trust (E )	ATT - OP Treatment (Ia)	Total
From A&E Department	488	45	9	9	551
From GP - Continue Pathway/New Pathway/Non RTT Service	559	43	6	23	631
From Optometrist	312	17	8	17	354
Self-Referral	401	53	2	17	473
<b>Total</b>	<b>1760</b>	<b>158</b>	<b>25</b>	<b>66</b>	<b>2009</b>

**2020/2021 - Outpatients - Outcomes**

Referral Source	Att - Treatment Started (A)	Att - Continue Treatment (D)	Att - Ref to other Trust (E )	ATT - OP Treatment (Ia)	Total
From A&E Department	405	85	13	8	511
From GP - Continue Pathway/New Pathway/Non RTT Service	359	51	6	20	436
From Optometrist	164	24	6	8	202
Self-Referral	295	60	5	11	371
<b>Total</b>	<b>1223</b>	<b>220</b>	<b>30</b>	<b>47</b>	<b>1520</b>

**2021/2022 - Outpatients - Outcomes**

Referral Source	Att - Treatment Started (A)	Att - Continue Treatment (D)	Att - Ref to other Trust (E )	ATT - OP Treatment (Ia)	Total
From A&E Department	557	47	8	11	623
From GP - Continue Pathway/New Pathway/Non RTT Service	417	32	8	22	479
From Optometrist	396	36	8	25	465
Self-Referral	531	45	5	15	596
<b>Total</b>	<b>1901</b>	<b>160</b>	<b>29</b>	<b>73</b>	<b>2163</b>

**2022/2023 - Outpatients - Outcomes**

Referral Source	Att - Treatment Started (A)	Att - Continue Treatment (D)	Att - Ref to other Trust (E )	ATT - OP Treatment (Ia)	Total
From A&E Department	557	33	18	3	611
From GP - Continue Pathway/New Pathway/Non RTT Service	376	15	7	7	405
From Optometrist	584	30	12	13	639
Self-Referral	504	45	5	10	564
<b>Total</b>	<b>2021</b>	<b>123</b>	<b>42</b>	<b>33</b>	<b>2219</b>

## FOI 24/353 Ophthalmology urgent services - A&E

### 1. Does your Eye Service/A&E service offer Emergency/Casualty Eye Care by walk-in, telephone or self-referral?

a) If so, can you please state if it is walk-in, telephone or self-referral based?

b) can you provide activity data for each of the last 5 years

#### 2018/19 - Criteria - A&E Attendances presenting with Eye Complaint

Site	Attends
Conquest	1946
EB DGH	2119
<b>Total</b>	<b>4065</b>

#### 2019/2020

Site	Attends
Conquest	1299
EB DGH	2412
<b>Total</b>	<b>3711</b>

#### 2020/2021

Site	Attends
Conquest	707
EB DGH	866
<b>Total</b>	<b>1573</b>

#### 2021/2022

Site	Attends
Conquest	1606
EB DGH	1880
<b>Total</b>	<b>3486</b>

#### 2022/2023

Site	Attends
Conquest	1284
EB DGH	1417
<b>Total</b>	<b>2701</b>

**2018/2019**

Site	18-24	25-34	35-49	50-64	over 65	Total
Conquest	140	265	330	486	503	1724
EB DGH	178	277	382	478	549	1864
<b>Total</b>	<b>318</b>	<b>542</b>	<b>712</b>	<b>964</b>	<b>1052</b>	<b>3588</b>

**2020/2021**

Site	18-24	25-34	35-49	50-64	over 65	Total
Conquest	49	96	126	177	172	620
EB DGH	47	122	178	217	198	762
<b>Total</b>	<b>96</b>	<b>218</b>	<b>304</b>	<b>394</b>	<b>370</b>	<b>1382</b>

**2022/2023**

Site	18-24	25-34	35-49	50-64	over 65	Total
Conquest	53	130	215	263	310	971
EB DGH	96	157	217	259	332	1061
<b>Total</b>	<b>149</b>	<b>287</b>	<b>432</b>	<b>522</b>	<b>642</b>	<b>2032</b>

**2019/2020**

Site	18-24	25-34	35-49	50-64	over 65	Total
Conquest	74	164	229	324	355	1146
EB DGH	186	325	397	531	676	2115
<b>Total</b>	<b>260</b>	<b>489</b>	<b>626</b>	<b>855</b>	<b>1031</b>	<b>3261</b>

**2021/2022**

Site	18-24	25-34	35-49	50-64	over 65	Total
Conquest	84	212	274	352	383	1305
EB DGH	103	213	316	372	466	1470
<b>Total</b>	<b>187</b>	<b>425</b>	<b>590</b>	<b>724</b>	<b>849</b>	<b>2775</b>



**3. Number of Adult Patients attending, in each year, split by Casualty/A&E Triage Category of 3, 4 & 5 (we have intentionally excluded Category 1 & 2 from this FOI) Category 3, Category 4, Category 5**

**2018/2019 - Acuity - (3,4,5)**

	Category			Total
Site	3	4	5	
Conquest	463	1429	54	1946
EB DGH	408	1616	95	2119
<b>Total</b>	871	3045	149	4065

**2019/2020 - Acuity - (3,4,5)**

	Category			Total
Site	3	4	5	
Conquest	451	816	32	1299
EB DGH	1244	919	249	2412
<b>Total</b>	1695	1735	281	3711

**2020/2021 - Acuity - (3,4,5)**

	Category			Total
Site	3	4	5	
Conquest	245	457	5	707
EB DGH	327	507	32	866
<b>Total</b>	572	964	37	1573

**2021/2022 - Acuity - (3,4,5)**

	Category			Total
Site	3	4	5	
Conquest	369	1228	9	1606
EB DGH	333	1519	28	1880
<b>Total</b>	702	2747	37	3486

**2022/2023 - Acuity - (3,4,5)**

	Category			Total
Site	3	4	5	
Conquest	500	779	5	1284
EB DGH	232	1141	44	1417
<b>Total</b>	732	1920	49	2701

#### 4. Number of Adult Patients transferred/onward referred, in each year, to the Outpatient Eye clinic for ongoing care?

##### 2018/2019 - Attendances - Outcome

Site	Admitted	Ref to A&E Clinic	Ref to Eye Clinic	Trans to other Trust	Total
Conquest	50	1	881	1	933
EB DGH	56	4	1006	12	1078
<b>Total</b>	106	5	1887	13	2011

##### 2019/2020 - Attendances - Outcome

Site	Admitted	Ref to A&E Clinic	Ref to Eye Clinic	Trans to other Trust	Total
Conquest	30	2	568	2	602
EB DGH	73	1	1106	6	1186
<b>Total</b>	103	3	1674	8	1788

##### 2020/2021 - Attendances - Outcome

Site	Admitted	Ref to A&E Clinic	Ref to Eye Clinic -	Trans to other Trust	Total
Conquest	12	1	187	0	200
EB DGH	18	1	251	2	272
<b>Total</b>	30	2	438	2	472

##### 2021/2022 - Attendances - Outcome

Site	Left after Ass other Provider	Emergency Department	Ophthalmology Service	Total
Conquest	21	2	45	68
EB DGH	18	1	91	110
<b>Total</b>	39	3	136	178

##### 2022/2023 - Attendances - Outcome

Site	Left after Ass other	Emergency Department	Ophthalmology Service	Total
Conquest	19	0	29	48
EB DGH	51	1	132	184
<b>Total</b>	70	1	161	232