

FOI REF: 24/530

12th August 2024

Tel: 0300 131 4500  
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. The Trust Policy for removing a person from a waiting list.**

A patient can be removed from the admitted waiting list for several reasons (patient choice, fitness, change of procedure). If a patient requests to be removed this is communicated to the consultant to confirm appropriate and the patient is discharged to the GP with a letter. If the patient is to be removed due to not being fit enough for the procedure or the procedure is changed, then this is communicated by a member of the clinical team to the patient and an appropriate plan is put in place. A patient can be removed from the non admitted waiting list for several reasons to (patient choice, multiple UTA or DNA). If a patient requests to be removed this is communicated to the consultant to confirm appropriate and the patient is discharged to the GP. If the patient is to be removed due to UTA or DNA this is a decision made by the clinician and is communicated back to GP and patient via letter.

**2. How this is communicated to the patient?**

Please see answer to Q1 above.

**3. The Trusts Policy for entering a person to the waiting?**

For the admitted waiting list a waiting list card is completed and then manually added to the waiting list for a procedure. For the non-admitted waiting list a referral is received and in most cases the referral triaged and partially booked (manual process). Orthopaedic referrals are all managed via ERS and are directly bookable.

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**4. How this is communicated to the patient?**

For outpatients, currently we are running a pilot to inform patient's once they have been registered to our PAS system. A letter is sent to the patient to advise they are on an outpatient waiting list. This is hoped to be rolled out across all specialities by the end of the year. For patients being added to the Admitted waiting list, these patients are informed in clinic when the treatment plan is agreed between patient and clinician. Patients receive a copy of their clinic letter following any attendance which details next steps and the treatment plan.

**5. How many patients are removed then relisted at the bottom of the list in the Orthopaedic Department within your Trust?**

All patients are managed in line with national RTT guidance.

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)