

FOI REF: 24/832

26<sup>th</sup> November 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) Does your trust have a telephone triage helpline in maternity for women to raise pregnancy-related concerns before attending hospital?**

Yes.

**If yes, please answer the following questions:**

- a) Do midwives use any particular tools for example prioritisation included in the EPR – electronic patient record system?**

East Sussex Healthcare NHS Trust uses the Birmingham Symptom-specific Obstetric Triage System (BSOTS).

- b) Are the telephone triage telephone lines staffed by midwives?**

Yes.

- c) If yes – how many midwives staff the triage helpline?**

The triage helpline is staffed by one midwife at a time. A team of nine midwives rotate to staff the triage helpline.

- d) For staff running the telephone triage line – what training and support is given?**

Only experienced midwives run the telephone triage helpline. They have been given specific training on the Birmingham Symptom-specific Obstetric Triage System (BSOTS).

Cont.../

- e) **Is the telephone triage service run within the local ambulance call handling hub?**

No.

**If No are there plans to incorporate?**

There are no plans to incorporate.

- 2) **Is there a dedicated environment for maternity triage located next to the maternity unit?**

Yes.

- 3) **When women are admitted to maternity triage – is there a target for women to be seen within x minutes? Please state the target.**

Yes. The target is to be triaged within 15 minutes of arrival, then targets are given according to the triage system.

- 4) **Have any of the above measures been implemented since the CQC of National review of maternity services in England 2022 to 2024?**

The Birmingham Symptom-specific Obstetric Triage System (BSOTS) was a recommendation in 2022 which the Trust has now implemented.

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)