

1 September 2026

Eastbourne District General Hospital

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Eastbourne
East Sussex
BN21 2UD

Tel: 0300 131 4500
Website: www.esht.nhs.uk

Further to your recent request for information made under the Freedom of Information Act (FOIA) 2000, I now set out our answers to your specific questions, and any clarifications sought and provided, as follows:

1. Waiting times

For your menopause clinic service, please provide:

- **Current waiting list (number of patients)**
- **Longest current wait (in weeks)**
- **Average wait (in weeks)**
- **Waiting list size at the end of each of the last five financial years**

We do not hold this information. East Sussex Healthcare NHS Trust does not run a clinic specifically for menopause. All patients with gynaecology concerns are referred into our central Gynaecology Department; the reasons for referral are wide-ranging, and may include menopause or perimenopause symptoms. We do not code these symptoms separately from other gynaecology concerns, and therefore we cannot extract menopause-specific data for the purposes of this question.

2. Referrals

Please provide the total number of referrals into menopause services for each year from 2020 to present (financial or calendar year, whichever you hold).

East Sussex Healthcare NHS Trust does not centrally record the number of referrals for the menopause as there is not a specific menopause clinic. To enable the Trust to provide this information would require a manual review of every referral letter to Gynaecology, to establish which ones had been referred specifically for the menopause, which we estimate would take 2,667 hours. We are therefore applying Section 12(1) to this part of your request.

Section 12(1) of the Act allows a public authority to refuse to comply with a request for information if the authority estimates that the cost of compliance would exceed the 'appropriate limit', as defined by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the Regulations). These state that this

cost limit is £450 for public authorities which are not part of central government or the armed forces. The costs are calculated at £25 per hour per person regardless of the rate of pay, which means that the limit will be exceeded if the work involved would exceed 18 hours. The Trust estimates that the cost of complying with this request would significantly exceed the above limit.

3. Cancelled appointments

For the last five years, please provide the number of cancelled menopause clinic appointments, broken down by:

- **Cancellations initiated by the hospital/trust**
- **Cancellations initiated by the patient**

[Not applicable. Please refer to our response at Question 1.](#)

I trust this information is helpful in its detail or explanation however, if you are dissatisfied with the response, then you have the right to request an internal review. If you wish to seek an internal review, please write to the Freedom of Information Team at esh-tr.foi@nhs.net quoting the above FOI reference number, within 40 working days. Please note the Trust is not obliged to accept a request for an internal review after this time period.

Yours faithfully

Freedom of Information (FOI) Team
East Sussex Healthcare NHS Trust
0300 131 4716
Core Hours of Business: Monday to Friday 9.00am to 4.00pm