

Ref no: 141181119
From: Public
Date: 18/11/19
Subject: Complaints for patients admitted to A & E

REQUEST

I am conducting research into the nature of complaints for patients admitted to A & E. I would like to request the following information under the Freedom of Information act:

1. For each of the last three calendar years (2019, 2018, 2017), please provide a monthly list of the chief complaints for patients admitted to A&E, broken down by:

- The name of the chief complaint.
- The number of patients admitted to A&E for each chief complaint.
- The number of male patients admitted for each chief complaint.
- The number of female patients admitted for each chief complaint.

Please note that the **Chief Complaint** is the presenting symptom rather than the primary diagnosis.

Please see the image below, which is data from a similar FOI request from 2017, to understand how I would like the data interpreted.

<https://infogram.com/edp-aande-chief-complaints-1h9j6qmxvr3v4gz>

2. For each of the last three calendar years (2019, 2018, 2017) please disclose the total number of patients that were admitted to A and E.

3. For each of the last three calendar years (2019, 2018, 2017) please disclose the total number of patients admitted to A and E that were **not** GP registered.

RESPONSE

Requester confirmed by 'Admitted' they mean 'attended.'

1. For each of the last three calendar years (2019, 2018, 2017), please provide a monthly list of the chief complaints for patients admitted to A&E, broken down by:

- The name of the chief complaint.
- The number of patients admitted to A&E for each chief complaint.
- The number of male patients admitted for each chief complaint.
- The number of female patients admitted for each chief complaint.

Please note that the **Chief Complaint** is the presenting symptom rather than the primary diagnosis.

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Data attached in a spreadsheet. Please note the Trust implemented a new patient administration system in April 2018 which enabled presenting complaint to be recorded with more depth.

***Please refer to end note in reference to those listed as <5 within attached spreadsheet.**

2. For each of the last three calendar years (2019, 2018, 2017) please disclose the total number of patients that were admitted to A and E.

	Total Attends
2017	108,945
2018	114,058
Apr - Oct 2019	100,657

3. For each of the last three calendar years (2019, 2018, 2017) please disclose the total number of patients admitted to A and E that were **not** GP registered.

Information can only identify patients whose GP at the time of attendance was recorded on Medway with code 'V81997 to indicate that the patient wasn't registered with a GP'.

Due to a new Patient Administration System in April 18, unknown GP data can be accessed at the time of attendance where possible.

	Total Attends with unknown GP at time of attendance
2017	649
2018	394
Apr - Oct 2019	215

*** Please note:** We are unable to provide precise figures when those figures refer to individuals in volumes of 5 or less due to the risk that individuals will be re-identified, as we are required to protect their identity under the General Data Protection Regulations & Data Protection Act 2018. In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed “lawfully, fairly and in a transparent manner”. It is the lawful aspect of this principle which, in our view, would be breached by disclosure. In such circumstances section 40 confers an absolute exemption on disclosure.