

Ref no: 460181016  
From: Commercial  
Date: 18/10/16  
Subject: A&E waiting times

## REQUEST

We are doing a project to understand NHS A&E waiting times, in order to create an app which will direct patients to the most appropriate source of care - Pharmacy, GP, or hospital A&E.

For each discrete A&E department within your trust, I would like to understand when longest and shortest waiting times to be seen are.

If applicable, please provide data for majors, minors/urgent care departments separately.

In particular, I would like in spreadsheet form:

- Average A&E waiting times (total time in A&E, i.e. time to discharge or admission) for each hour of the day for a 365-day period\*, starting 1 September 2015 and ending 30th August 2016.

\*Please provide average waiting time for patients arriving in each hour.

- Number of A&E attendances hourly across the same period.

I have attached a template you may choose to fill in, as an aid.

We would prefer waiting times to be given in minutes but we will also accept data that is given in hours.

## RESPONSE

Please see the attachment