

11 August 2023

Our Ref: RFI 52316

Dear

**Freedom of Information Act 2000
Information in Relation to A&E at the Lagan Valley Hospital.**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 19 July 2023.

A response to each of the questions raised has been provided by the Unscheduled Care, Medicine & Cancer Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Caroline Degans
Information Governance Officer

The A&E at the Lagan Valley Hospital is a phone first A&E. With this in mind can I ask the following.

- Q1. *Is a record kept of the numbers of person who phone for each of the last 3 months and are:***
(a) directed to attend A&E?
(b) told to attend at other A&E?
(c) told to see their own doctor?

A1. From 1 May 2023 until 31 July 2023 there were 10111 patient encounters, of these 9505 phoned first and 606 were walk in's.

A1a-c Of the 9505 who phoned first, Table 1 below shows the breakdown of what happened to them.

Table 1

Arrival Method	Outcome	Number of Attendances
Phoned First	Attended LVH UCC	7177
Phoned First	Referred to another Hospital	1248
Phoned First	Referred to General Practitioner (GP)	142

Please Note: 938 patients were given advice over the phone. These patients were not referred to another hospital or GP and not asked to attend LVH UCC.

- Q2 *Is there a set number of appointments for callers on a daily basis and what is it?***

A2. The number of appointments given each day ranges between 90 and 100. This number varies for the following reasons: staffing levels; inpatient bed capacity; acuity of patients accepted and the number of walk in patients.