



1 May 2024

**Our Ref:** RFI 56180

**Freedom of Information Act 2000  
Information in Relation to Wait Times within the Emergency Department**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 31 January 2024. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to each of the questions raised has been provided by the Medicine, Unscheduled Care & Cancer Services 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](mailto: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

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**Rebecca Manning**  
**Information Governance Officer**

**Between 1<sup>st</sup> January 2023 and 27<sup>th</sup> January 2024 please provide the following data:**

**Q1. How many patients waited in your Emergency Department more than 8 hours but less than 12 hours?**

A1. Please see Table 1 for the number of patients who waited in the Emergency Department (ED) more than 8 hours but less than 12 hours.

Table 1

| Hospital | No. of Patients |
|----------|-----------------|
| Ulster   | 12707           |

**Q2. How many patients waited in your Emergency Departments more than 24 hours?**

A2. Please see Table 2 for the number of patients who waited in the ED more than 24 hours.

Table 2

| Hospital | No. of Patients |
|----------|-----------------|
| Ulster   | 9927            |

**Q2a. From the patients who waited more than 24 hours, how many were over the age of 75?**

A2a. Please see Table 3 for the number of patients over 75 who waited in the ED more than 24 hours.

Table 3

| Hospital | No. of Patients |
|----------|-----------------|
| Ulster   | 5307            |

**Q3. How many patients over 75 and over waited in your Emergency Department more than 8 hours but less than 12 hours?**

A3. Please see Table 4 for the number of patients over 75 who waited in the ED more than 8 hours but less than 12 hours.

Table 4

| Hospital | No. of Patients |
|----------|-----------------|
| Ulster   | 2379            |

**Q4. How many patients aged 75 years or older were waiting in your ED for an inpatient bed through the night from 23 59 to 0800?**

A4. Please see Table 5 for the number of patients over 75 who waited in the ED for an inpatient bed through the night from 23:59 to 08:00.

Table 5

| <b>Hospital</b> | <b>No. of Patients</b> |
|-----------------|------------------------|
| Ulster          | 5353                   |

**Q5. How many patients moved from your ED to an inpatient bed during all night periods of 2359 to 0800?**

A5. Please see Table 6 for the number of patients transferred from the ED to an inpatient ward bed between 23:59 to 08:00.

Table 6

| <b>Hospital</b> | <b>No. of Patients</b> |
|-----------------|------------------------|
| Ulster          | 4272                   |