



1 August 2024

Our Ref: RFI 58985

**Freedom of Information Act 2000
Information in Relation to Accident and Emergency Attendances**

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 12 June 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 Service 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

Rebecca Manning
Information Governance Officer

Q1. Can you please list the total number of patients who attended your A&E departments over the last five years, breaking it into hospital and year?

For each of those years can you provide a breakdown of the acuity coding showing the total number who were triaged as Eg 1 immediate emergency care, down to low acuity?

A1. Please see Attachment 1 – Accident and Emergency Attendances from 2019 to 2024.

Please be advised that the priority status within Attachment 1 is as follows:

- 1 – Immediate
- 2 – Very Urgent
- 3 – Urgent
- 4 – Standard
- 5 – Non-Urgent

Q2. Is there an acuity level which means that patients should not have attended A&E?

A2. All patients attending the Emergency Department (ED) will be triaged using the Manchester Triage System and assessed. There are alternatives for patients to consider before attending ED with a low acuity presentation. However, these patients will still be seen if they present to ED.

Q3. Would each Trust have a figure for the number of people who attended A&E (for each of the past 5 years) when their condition would've been better treated elsewhere, ie by a pharmacy?

A3. The information requested is not captured by the Trust and therefore we are unable to provide this data.