

Date: **20 September 2019**

Our reference: **FOIRQ5417**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your requests for information below:

Your Request and Our Response (in bold)

Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust') is a single site, specialist tertiary paediatric trust. Please see our response in bold) to your following request for information

Request 1: Please provide details of the number of referrals received by the Trust for patients to all MSK physiotherapy services for the following financial years: i) 2016/17, ii) 2017/18 and iii) 2018/2019

The Trust does not receive external referrals as our all patients would already be under the care of a GOSH consultant. We do not receive any referrals for MSK Physiotherapy.

Request 2: Please confirm or deny whether the Trust provides Musculoskeletal (MSK) services that include first contact physiotherapists in General Practice

GOSH does not provide first contact physiotherapists in GP Services.

Request 3: Please confirm or deny whether patients can self-refer to physiotherapy services within the MSK services provided by the Trust

Patients are unable to self-refer to the physiotherapy services at GOSH.

Request 4: The amount of time taken between a referral (regardless of its source) to physiotherapist being made and the patient's first appointment with the physiotherapist for both routine and urgent cases. Please provide details of the average time taken for the following financial years:

i) 2016/17 Routine: Urgent:

ii) 2017/18 Routine: Urgent:

iii) 2018/2019 Routine: Urgent:

GOSH patients can be referred internally to our Physiotherapy department; who will be seen depending on priority. However, we do not collate this level of information; nor measure the average times in the format you have specified for each financial year. The only way to check whether the information is held would be to manually search individual records, including a review of all the notes contained within each record to identify, locate and extract any relevant information.

The Trust has estimated the amount of work involved to conduct this level of search would exceed the cost limit of 18 hours to process your request for information. We have estimated a total of 500 records per year would need to be searched; which is calculated to search 1 record would take approximately 10-15 minutes to identify and locate any relevant information pertaining to your request. The total of amount of time to search all 500 would require a minimum of 85 hours to complete the search, which is excess of the cost limit. Your request is therefore exempt under Section 12 of the Freedom of Information Act (FOIA) 2000.

Section 12(1) of the FOIA allows the Trust to refuse a request where the cost of compliance is estimated to exceed the appropriate limit. The appropriate limit for section 12 purposes is defined by The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 SI 2004 No 3244 ('Fees Regulation').

Under regulation 3 of the Fees Regulation the appropriate cost limit for the Trust is £450. The Fees Regulation also states that all authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour. This means that the appropriate limit will be exceeded, if it would require more than 18 hours' work for the Trust to carry out the following activities in complying with the request:

- **determining whether the information is held**
- **locating the information, or a document containing it;**
- **retrieving the information, or a document containing it; and**
- **extracting the information from a document containing it.**

*c) If this is not available, please confirm if another entity, and if so which, holds this information for patients in the locality. **No other entity would hold this information***

d) If this information is not held by you or another health body in your area, please confirm if referral to treatment times for physiotherapist appointments used to be recorded and if so, when did this cease to be measured?

Definitions of terms used in questions 2 and 3:

First contact physiotherapists in General Practice = When a patient has an appointment with a physiotherapist instead of a GP at a GP practice*

*Patient self-referral**= Patients can refer themselves to physio without seeing a GP or having a referral from anyone else.*

This information has not previously been measured; but will in our EPIC system

Please note:

The information you have been provided under the Freedom of Information Act 2000 is the information held on the date of the Trust receiving your request for information.

We trust the information provided is sufficient and helpful in answering any issues, concerns or questions. Should you have any queries in relation to this request for information, please do not hesitate to contact the FOI Team and quote the above reference number on any correspondence to your request.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: foiteam@gosh.nhs.uk

[Enclosed – Your Rights – See next page]

Your Rights

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety Team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If, however, you remain dissatisfied with your response, you have the right to appeal the Information Commissioner as the final stage of the process. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF