

Ref: FOI/GS/ID 4866

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Clinical consultation lengths.

You asked:

Would it be possible to request a data set about;

- 1. The breakdown of types of doctor/patient consultations within the hospital*
- 2. The rough number of consultations per clinician / department / at different levels seniority*
- 3. The average length of NHS consultations between clinicians and patients for each level of interaction*
Segmented down; (if possible)
 - a. How long the clinicians spends reviewing the patient's medical record*
 - b. How long the clinicians spends discussing the diagnosis with the patient*

Trust response:

1. The Trust has new or follow-up appointments. For 2017/18 the figures for these were:

OP New: 191,428

OP Follow Up: 319,699

Total OP: 511,127

2. The Trust is applying Exemption – Section 12 – Exceeds Appropriate Limit
The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.

3. The Trust is unable to provide this information as the clinic times for each speciality differ and can change within the speciality depending on the request of the Consultant.

a. & b. The Trust is unable to provide the information you have requested. We do not record diagnosis in Outpatient clinics. We do not break the time down in clinic, between the elements that are requested; we record a start and a duration time of each clinic and whether the clinic was consultant led or not.