Ref: FOI/GS/ID 4924

**Please reply to:**
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

16 August 2018

**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 Pathology.

*You asked:*
*1. Does the Pathology Laboratory in your organisation use Demand Management to manage Pathology requests?*
*2. If the Pathology Laboratory does not make use of Demand Management, why not?*
*3. If the Pathology Laboratory does make use of Demand Management, what methods do you use?*
*EG. Is it carried out at time of request, using a function of electronic requesting software or are unnecessary requests screened out once the sample reaches the laboratory?*
*4. Which Pathology disciplines use demand management the most?*
*5. What tests is demand management most frequently used for?*
*6. How many samples / requests did the Pathology Laboratory in your organisation process last year (April 17-March 18)?*
*7. How many samples / requests were not tested due to being screened out by using demand management techniques? How is this measured?*
*8. Does your organisation promote demand management to clinical staff who request pathology tests? How is it promoted?*

Trust response:
1. YES
2. Not applicable.
3. GP order Comms & PAS order comms at time of requesting.  In addition, there is gate keeping once the sample reaches the laboratory for certain tests.
4. Biochemistry and Microbiology (serology)
5. Not recorded
6. 9.6million tests per year
7. Not measured

8. Yes – discussions with CCG clinical leads and education meetings and agreement on guidance (placed on GPO order comms system and GP system [Doris])