

**Information Governance**

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24 August 2018  
Our ref: 18190115R

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 3 July, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

**Request**

2. Please state the 5 longest waiting times from referral to treatment for eating disorders in days for your health authority's patients in each of the following financial years:

- a. 2013-14
- b. 2014-15
- c. 2015-16
- d. 2016-17
- e. 2017-18
- f. 2018-19 to 02.07.18

**Response:**

Unfortunately it is still the case that after consultation and consideration with the service the Trust have concluded that, due to the level of review and validation required to obtain the requested information from patient electronic health records, this task will exceed the 18 hours allowed in regulation by section 12 of the freedom of Information Act. There would be at least 1700 records to review, and it is estimated that at 1 minute per record at least 28 hours would be required to obtain this information.

The Trust is able to report, however, that eating disorder services are currently seeing 100% of urgent cases within a seven-day timeframe and 92% of routine cases within a four week deadline.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for Fol Act matters.

The ICO can be contacted at:

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

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance