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Our ref: 17Fol246

Your ref: Email received 25/04/2017 and 03/11/2017

request-403188-37b909fc@whatdotheyknow.com

Dear Katharine Tylko-Hill

Re: - Internal Review of case number 17FOI246

1. Your complaint

I am writing to request an internal review of Plymouth Hospitals NHS Trust's handling of my FOI request 'Outpatient hysteroscopy/biopsy - Pain Control and Patient Choice'.

My request is part of a nationwide survey to be given to the RCOG & BSGE in an endeavour to identify and promote best practice in early diagnosis of endometrial cancer by hysteroscopy/biopsy. Over 100 NHS Trusts have replied to the request.

A full history of my FOI request and all correspondence is available on the Internet at this address:

https://www.whatdotheyknow.com/request/outpatient_hysteroscopybiopsy_p_a_249

2. The review summary

The Trust would like to unreservedly apologise for not complying with your request within the time limits specified within section 10.- (1) of the

Freedom of Information Act 2000. In all other aspects the Trust has complied with its duties under the Act.

3. The Review

The Act states in accordance with **section 1**:

- (1) Any person making a request for information to a public authority is entitled—
 - (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
 - (b) if that is the case, to have that information communicated to him

and **section 10**:

A public authority must comply with section 1(1) promptly and in any event not later than the twentieth working day following the date of receipt.

The Trust has complied with section 1 of the Act albeit with the use of section 12 because information was only available in patient's paper based clinical records, but failed to do so within the limits specified in the Act and unreservedly apologises for the delay and inconvenience caused. A chronology has been provided as an addendum

The Trust has seen a notable increase in Freedom of Information Act requests and your case response was affected by that increased demand. Additional issues arose whilst seeking to extract data and assuring the quality of information provided.

The Trust has recently provided additional resources to assist with this increased demand and to avoid such delays. If you remain dissatisfied with the outcome of the appeal, then you have the right to appeal again to the Information Commissioner at:

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

<http://www.ico.org.uk/complaints/getting>
Tel: 01625 545 700

Yours sincerely

Penny Taylor (sent by email)

Head of Information Governance
Plymouth Hospitals NHS Trust

Addendum one

Your request and our response

Under the FOIA (2000) please would you supply the following information relating to your Trust's (and its outsourced services') practice of OUTPATIENT HYSTEROSCOPY/BIOPSY – PAIN CONTROL AND PATIENT CHOICE

1. The patient information leaflet/s
2. The consent form/s
3. For each of the last 3 financial years:
 - i. all audits of OP hysteroscopy adverse events, (including infection, perforation, pain equal to or above 7/10 on VAS)
 - ii. all surveys of patients' outpatient hysteroscopy experiences. Are all your patients allowed to complete the satisfaction survey at home? Y/N
 - iii. the number of your patients who had
 - a) GA,
 - b) spinal anaesthesia, c) monitored procedural IV sedation,
 - d) local anaesthetic,
 - e) no anaesthetic
 - iv. the % of your a) diagnostic hysteroscopies,

b) operative hysteroscopies that were done in outpatients.
Did your Trust meet the Best Practice Target % Tariff for each of these years? Y/N
4. i. Is local anaesthetic available in all your outpatient hysteroscopy clinics? Y/N
5. ii. Is Entonox available in all your outpatient hysteroscopy clinics? Y/N
5. Are all your hysteroscopy patients (including See & Treat/One Stop Shop/Late Cancellations) offered
 - i. local anaesthetic? Y/N
 - ii. GA? Y/N
 - iii. spinal anaesthesia? Y/N
 - iv. safely monitored IV sedation? Y/N
6. Do you use electro-surgery in any of your outpatients clinics? Y/N If so, do you always use the lowest power setting? Y/N

7. What type and diameter of scopes do you use in a) outpatients, b) for GA patients? Rigid, semi-rigid, flexible?
8. What is the minimum training and accreditation (e.g. RCOG ATSM) that all your NEW hysteroscopists must have?
9. What % diagnostic outpatient hysteroscopy/biopsy patients had an incomplete procedure which was repeated with epidural, GA or sedation?
10. Does your Trust have a psychosexual counselling service for PTSD caused by severe procedural pain?

Our response (Extract)

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Freedom of Information Act 2000 – Response

I refer to your email received 25/04/2017 in which you requested information under the terms of the Freedom of Information Act 2000. As part of our internal quality control review process, we have noted that we did not respond within the timeframe and for this, we apologise. If you wish to take the matter further, please refer to the satisfaction section of this reply letter.

Plymouth Hospitals NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance with section 1(b) unless otherwise specified.

For organisational context: Plymouth Hospitals NHS Trust is the largest teaching hospital trust in the South West. We employ over 6,600 staff working in 350 different roles within the Trust. We offer a full range of general hospital services to around 450,000 people in Plymouth, North and East Cornwall and South and West Devon. These include emergency and trauma services, maternity services, paediatrics and a full range of diagnostic, medical and surgical sub-specialties.

We work within a network of other hospitals to offer a range of specialist services to a population of between 700,000 and two million depending on the type of care needed.

“Contact us” details are available on the Trust website at <http://www.plymouthhospitals.nhs.uk/contact-us>. This includes an online enquiry form.

You asked

Under the FOIA (2000) please would you supply the following information relating to your Trust’s (and its outsourced services’) practice of outpatient hysteroscopy/biopsy – pain control and patient choice

1. The patient information leaflet/s

Please find the attached documents

2. The consent form/s

Please find the attached documents

3. For each of the last 3 financial years:

i. all audits of OP hysteroscopy adverse events, (including infection, perforation, pain equal to or above 7/10 on VAS)

No audits have been completed for this patient group.

Perforation audits performed on operative cases with 0% reported. The audit did not include this patient group.

ii. all surveys of patients' outpatient hysteroscopy experiences. Are all your patients allowed to complete the satisfaction survey at home?

Yes – With the Friends and Family survey, patients have the option of completing the questionnaire before they leave the department or complete at home and post back to the Trust, in the envelope provided.

iii. the number of your patients who had

- a) GA**
- b) spinal anaesthesia**
- c) monitored procedural IV sedation**
- d) local anaesthetic**
- e) no anaesthetic**

See legal notes below

iv. the % of your

- a) diagnostic hysteroscopies**
- b) operative hysteroscopies that were done in outpatients**

See legal notes below

3a Did your Trust meet the Best Practice Target % Tariff for each of these years?

Yes

4 i. Is local anaesthetic available in all your outpatient hysteroscopy clinics?

Yes

ii. **Is Entonox available in all your outpatient hysteroscopy clinics?**

Yes

5. **Are all your hysteroscopy patients (including See & Treat/One Stop Shop/Late Cancellations) offered**

i. **local anaesthetic?** Yes

ii. **GA?** Yes

iii. **Spinal anaesthesia?** No

iv. **Safely monitored IV sedation?** No

6. **Do you use electro-surgery in any of your out-patients clinics?**

Yes

If so, do you always use the lowest power setting?

No we do not.

7. **What type and diameter of scopes do you use in**

a) **outpatients** = 2.7mm and 2mm

b) **for GA patients?** 3.5 and 2.7mm

Rigid, semi-rigid, flexible? Rigid

8. **What is the minimum training and accreditation (e.g. RCOG ATSM) that all your NEW hysteroscopists must have?**

Competencies assessed by Lead Hysteroscopist and the RCOG ATSM or the formal Nurse Hysteroscopy course run by Bradford.

9. **What % diagnostic outpatient hysteroscopy/biopsy patients had an incomplete procedure which was repeated with epidural, GA or sedation?**

See legal notes below

10. **Does your Trust have a psychosexual counselling service for PTSD caused by severe procedural pain?**

No

Legal notes

Plymouth Hospitals NHS Trust is confirming in accordance with section 1 (a) of the Act that it does not hold the information requested in any collated format.

Individual records of how someone was treated and their conditions would be held in clinical records, but the Trust could not locate, extract and collate such information as requested within the limitations of the Act. It is therefore considered

exempt from supply in accordance with section 12(1) of the Act – Request exceeds the appropriate limit by virtue of section 13.-(1)(a) – The Cost of Compliance exceeds the appropriate limit.

Attachments x 4

Addendum 2: Chronology

Date request received:	25/04/2017
Date request acknowledged:	26/04/2017
Date of first complaint about lateness:	30/08/2017
Disclosure due date:	24/05/2017
Date of second complaint:	02/11/2017
Disclosure date:	03/11/2017
Internal Review Request received:	03/11/2017
Internal Review Due date:	01/12/2017
Internal Review response sent:	21/11/2017