Response

I am writing to respond to your request sent on the 15th December 2016. OUH can confirm that it holds the data that you requested.

As earlier advised, the Trust has only provided available data and unfortunately, we do not have a full set of data that goes back to 2009, when the service began at the Churchill.

- Number of days up to the 16th December 2016 on which the walk-in GP/dentist walk-in radiology service has not been available to members of the public since the service was transferred to the Churchill Hospital.
  - This service has been available at the Churchill since 2009, though we have received greater number of walk-in referrals since 2013
  - Since 2009, our records show that there have been 19 episodes of scheduled and unscheduled down time. It is not possible to determine whether these are whole or part days but none has exceeded one day
  - Wherever possible maintenance is scheduled outside of clinic hours and towards the end of the day
  - Many episodes of downtime are resolved within an hour without an engineer attending and are therefore not captured

- What percentage of possible available days the service should have been open to the public does this represent?
  - The service is available 08:30-16:30 Monday to Friday excluding public holidays
  - Over 7 years this would be 1771 available imaging days
  - Assuming worst case scenario of all 19 episodes being a whole day, this represents 1% of total available days

- Based on average daily provision of the service, how many patients may have been affected by any loss of the walk-in service?
  - We see an average of 25 patients per month. Over 7 years this would represent 2100 patients.
  - At most, we estimate that 21 patients over 7 years may have been affected by equipment downtime.

Request

Can you tell me the number of days up to the 16th December 2016 on which the walk-in GP/dentist walk-in radiology service has not been available to members of the public since the service was transferred to the Churchill Hospital?

What percentage of possible available days the service should have been open to the public does this represent?

Based on average daily provision of the service, how many patients may have been affected by any loss of the walk-in service?