

07 February 2024

Ami Wyllie  
Ami Wyllie <wyllieami@gmail.com>

Dear Ami Wyllie

**Re: FOI request FOIAH2324/496**

Further to your request under the Freedom of Information Act 2000, please find a response to your questions below.

Q1 In the last 5 years, how many patients that have registered in the Accident and Emergency department have left/discharged themselves before being seen by a medical professional for treatment, transfer or discharge? (financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)

A1	Fiscal Year	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
	Number of Attendances who have left before seen	2227	3317	471	5166	4001	423

Q2 Of those patients, how many left before receiving an initial assessment? (please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)

A2	Fiscal Year	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
	Number of Attendances who have left before seen	336	433	23	426	327	26

Q3 Of those patients, how many left after receiving an initial assessment but before seeing a medical professional to determine whether they will need treatment, transfer or discharge? (please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)

A3	Fiscal Year	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
	Number of Attendances who have left before seen	1769	2659	287	3786	3077	317

Q4 On average, how long was a patient waiting to be seen (for either triage or treatment) before leaving/discharging themselves from A+E? (please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)

A4	Fiscal Year	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
	Average Time from Arrival to Triage (Mins)	25	31	4	22	28	20
	Average Time from Arrival to Seen (Mins)	142	158	99	228	237	192

Q5 What was the longest time a patient was waiting to be seen (for either triage or treatment) before leaving/discharging themselves from A+E? (please provide this information broken down by financial years 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and up to Q1. 2023/24)

A5	Fiscal Year	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
	Longest Wait Arrival to Triage (Mins)	153	209	92	483	544	115

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Should you not be happy with the information provided you have a right to request a review of our response. In the first instance this should be addressed to:

Information Governance Manager  
Eaton Road  
Liverpool  
L12 2AP

If you ask for a review and are dissatisfied with the outcome, under Section 50 of the Freedom of Information Act you then have a right of appeal to the Information Commissioner. The Information Commissioner's address is:

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

Yours sincerely

**Information Governance Team  
Alder Hey Children's NHS Foundation Trust**