

Reference Number: FOIAH2425/336
From: Private Individual
Date: 23 September 2024
Subject: Tounge-Tie Clinic Data for Past 12 Months

Q1 Waiting List Information:

- a) How many patients are currently on the waiting list for tongue-tie assessment and/or treatment?
- b) What is the average waiting time for patients from the time of referral to the first appointment for assessment or treatment?
- c) What is the longest waiting time currently experienced by patients awaiting tongue-tie assessment or treatment?

A1
a) 388 Patients
b) 64 days
c) 12 Weeks is the longest a patient has waited without being offered an appointment to take place within the following 6 weeks.

Q2 Referral and Appointment Data:

- a) How many referrals for tongue-tie assessment or treatment have been made to your hospital in the past 12 months?
- b) Of those referrals, how many resulted in actual treatments (e.g., frenotomy or other interventions)?
- c) How many patients were referred back to general practitioners or other clinics for tongue-tie assessment due to capacity issues or long waiting times?

A2
a) 850 between September 23 to August 24
b) 357 procedures currently coded between September 23 to August 24
c) Zero

Q3 Service Capacity:

- a) What is the maximum number of patients that your tongue-tie clinic can accommodate on a weekly or monthly basis?
- b) How many clinics/sessions specifically dedicated to tongue-tie treatment are held per week or month at your hospital?

A3
a) 9 per clinic
b) 16 Clinics per 4-week cycle

Q4 Demand and Service Pressure:

- a) Has the hospital recorded any increases in referrals or demand for tongue-tie services over the past 3 years? If so, by what percentage has demand increased?

b) Has the hospital experienced any cancellations or delays in providing tongue-tie treatment due to capacity or resource limitations? If so, how many cases were affected in the past 12 months?

A4 a) No, demand has decreased

b) Due to sickness in November and December 2023, approximately 16 clinics (144 patients) were cancelled. However, the service created additional capacity to see urgent patients and to clear the backlog.

Q5 **Staffing and Resources:**

a) How many healthcare professionals (e.g., surgeons, lactation consultants, midwives) are currently involved in providing tongue-tie assessment and treatment services?

b) Has the hospital made any plans or proposals to increase capacity for tongue-tie services in the near future? If so, could you provide details of these plans?

A5 a) Two Specialist Nurses

b) We are currently exploring plans to increase the work force to 3 Specialist Nurses. But this is in its infancy, and we are unable to report the potential impact at this time.

Q6 **Patient Outcomes and Feedback:**

a) Does the hospital collect data on patient outcomes or satisfaction following tongue-tie treatment? If so, what percentage of patients report improvement in feeding or other symptoms after the procedure?

b) How many complaints or concerns have been raised regarding waiting times for tongue-tie treatment in the past 12 months?

A6 a) Audits are done periodically. The last audit showed that 90% of families reported that their feeding difficulties had resolved after tongue tie division.

b) Information not held; complaints regarding waiting times are not broken down in this way between different specialities/ treatments, so an accurate figure cannot be provided.