

## ED Statistics - Porters, Trolleys, Beds, Food Spend

---

Reference Number: RDF2202-24

Date of Response: 31/01/24

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

*Dear Royal Devon University Healthcare NHS Foundation Trust,  
Freedom of Information request for the following:*

- 1. Number of patient deaths (where patient has come in alive and subsequently died within 12 hours of being in the department) in the Emergency Department including all areas within, i.e., minors, majors, RATA, Resus, Ambulances cohort areas. From December 2022 to December 2023.*

Answer: 153.

- 2. Number of Porters within the Hospital*

Answer: 38 for North Devon District Hospital. 37 general porters for Wonford Hospital.

- 3. Number of Porters (excluding HCAs acting as) that solely cover the Emergency Department*

Royal Devon's Eastern Services: The funded establishment for support workers to cover the emergency department is 10 Whole Time Equivalent (WTE). Royal Devon's Northern Services: 2.

- 4. Financial spend on food (excluding drinks) solely for the Emergency Department from December 2022 to December 2023*

Royal Devon's Eastern Services: £16,318.

Royal Devon's Northern Services: £12,056.

- 5. Date of last purchase of hospital trolleys excluding hospital beds.*

Answer: The Trust can confirm that it holds information that you have requested. This information is exempt under Section 21 of the Freedom of Information Act because it is reasonably accessible to you. The information you requested can be accessed via the following link/s:

- <https://royaldevon.nhs.uk/media/tjsdueyq/foi-rdf2007-23-ehr-system-trust-departments.pdf>
- <https://royaldevon.nhs.uk/media/ve3ohunm/foi-rdf1386-23-patient-trolleys-beds.pdf>
- <https://royaldevon.nhs.uk/media/b2cnf1qj/foi-rdf1942-23-hospital-bed-count.pdf>

All Trust responses to Freedom of Information requests can be found at the following link:

- <https://royaldevon.nhs.uk/about-us/information-governance/freedom-of-information-foi-and-environmental-information-regulations-eir/foi-disclosure-log/>

Section 21 of the Freedom of Information Act exempts disclosure of information that is reasonably accessible by other means. The terms of this exemption mean that the Trust does not have to consider whether or not it would be in the public interest for you to have the information.

**6. *Number of trolleys/beds in the Emergency Department.***

Answer: Please see the response to question 5.

**7. *Number of public complaints received solely related to the emergency department from December 2022 to December 2023***

Answer: 209 complaints were recorded during the date range 1<sup>st</sup> December 2022 to 31<sup>st</sup> December 2023. Includes complaints recorded for the Accident & Emergency department North Devon District Hospital, Royal Devon & Exeter Hospital and Royal Devon & Exeter Eye Room. Minor injury units were not included.

**8. *Number of inphase or datix or similar reporting platforms received solely about the emergency department clinical care or issues/concerns from December 2022 to December 2023***

Answer: Please see the table below representing Royal Devon Eastern & Northern services. The Trust do not have an incident type specifically called 'Clinical Care'; information held for 'Clinical Incident' has been provided. Incidents are separate to concerns/complaints.

<i>All Incidents in Emergency Departments</i>	Incident Date: December 2022 to December 2023	3,355
<i>Incident Type: 'Clinical Incident' in Emergency Departments</i>	Incident Date: December 2022 to December 2023	326
<i>All Complaints and Concerns raised in Emergency Departments</i>	Complaint received date: December 2022 to December 2023	211