

Our Ref: NG/RM/25392
Date: 4th December 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 4th November 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Please can you provide information on the following:

- Total number of referrals received per year/ per month. Timeframe FY 24/25 or 23/24 if former not able to be obtained

Month/Year	No of Referrals
Apr-24	5,826
May-24	6,228
Jun-24	6,001
Jul-24	6,081
Aug-24	5,370
Sep-24	5,721
Oct-24	6,475
Nov-24	6,027
Dec-24	5,406
Jan-25	6,352
Feb-25	5,906
Mar-25	6,719
Total	72,112

Please note that the above number of referrals are not our full portfolio of services. The information above represents the number of referrals which are captured within our primary patient administration system.

- Average time taken to triage a referral.
We are unable to provide a response to this question as we do not consistently capture information of when a referral has been triaged.
- Process for triaging referrals - is this a paper process or electronic? **Both**
- If electronic what system(s) are used? **Lorenzo**
- Number or % of referrals rejected (inappropriate/ incomplete/ needing further investigations).
We are unable to provide a response to this question.

Currently the Trust has generic options within our patient administration system for the referral closure reason data item, this is impacting the accuracy of reporting referral rejected information. We have requested that options within our patient administration system to be aligned to the NHS data dictionary referral closure reason and referral rejection reason data items, once implemented we will be able to respond to questions of this nature in the future.

- Is there a dedicated referrals team?
- If so please provide a breakdown of roles and bands and number of WTE.

Unfortunately, this information is not held in an easily accessible format. The Trust has numerous services and teams which cover Mental Health, Learning Disabilities, and Primary Care. The referral route often depends on factors such as age, presentation, and demographic, and referral process will vary between individual services and teams. We believe that the cost of collating the information in order to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000.

You may wish to refine your request to focus on a specific service or team, which may enable us to identify information within the appropriate cost and time limits.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance