

Our Ref: NG/RM/26009
Date: 4th February 2026

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 8th January 2026. 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 find attached the FOI request for your Trust.

Please find Appendix 1 attached.

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

Instructions:

- Please provide your annual volume statistics for the metrics below based on any definitions listed. Volume statistics should represent your anticipated volumes at full rollout.
- Examples are provided to help you determine some of the types of visits to include. Note that in some cases we ask that you provide mutually exclusive statistics.
- If a volume is not applicable to your organization you can list "N/A" in the corresponding cell.

Question		Answers
Trust Name	North Staffordshire Combined Healthcare NHS Trust	
What is the total number of beds?		160
What is the total number of named users expected to have access to your EPR system at full rollout?		2,400
What is the total number of staff expected, at full rollout, to be logged in to your EPR system during peak times (typically late morning and early afternoon)? Note that these users may be using different systems today (EPR, billing, scheduling systems, etc.). Please make sure all users are accounted for. Epic expects concurrent users to be 20%-40% of total named users for organizations with hospitals.		1,500
Inpatient Days		Please provide the following metrics as four mutually exclusive volumes
What is your annual Inpatient Day volume? Please include each day a patient is admitted at midnight according to your daily census but exclude healthy newborns and same day stays.		40,834
What is your annual Day Case volume (defined as each same day stay treated as an admission to your inpatient facility and the patient is assigned to a bed, but not counted in your Inpatient Days listed above)? Examples to include: day cases, observations, and surgeries. Examples to exclude: overnight admissions, infusion day cases, dialysis day cases.		We are unable to provide a response to this question as we have interpreted this question to relate to an Acute Trust, and we are a Mental Health Trust.
What is your annual Long Term Acute Care Day volume (defined as each day that a patient is an inpatient at one of your long term acute care facilities at midnight according to your daily census)? Examples to include: long term acute care facilities and rehab facilities. Examples to exclude: leaves of absence.		3505
What is your annual Long Term Non-Acute Care Day volume (defined as each day that a patient is an inpatient at one of your long term non-acute care facilities at midnight according to your daily census)? Examples to include: skilled nursing facilities, residential care facilities. Examples to exclude: leaves of absence.		We unable to provide a response to this question as we do not have long term non-acute care facilities within our Trust.
What is your annual Emergency Department attendances (defined as each patient visit to an emergency department, same day emergency care unit, or urgent treatment centre)?		We unable to provide a response to this question as we do not have an emergency department, same day emergency care unit, or urgent treatment centre within our Trust.
What is your total annual Outpatient Visit volume (i.e., outpatient clinic visits, outpatient visits within the hospital walls, community visits, mental health visits, home visits, etc.) for both new appointments and follow-up appointments? Examples to include: in person visits, telemedicine and video visits, infusion day cases, dialysis day cases, physical therapy, occupational therapy. Examples to exclude: telephone-only encounters, letters, ED and urgent treatment centre visits, visits for patients who are admitted to a bed in an inpatient unit.	Total Outpatient Visits: Outpatient appointments are defined in this organisation as an appointment carried out in a clinic session by a specialist nurse, therapist or medical practitioner.	21,609
	Subset of Outpatient Visits with mid-level or higher providers (as defined in column G):	We are unable to provide a response to this question as it does not seem to apply to a mental health context.
What is your total annual Home Care Visit volume (defined as any completed home care patient visit/assessment)? This will likely be a subset of your overall Outpatient Visits volume noted above. Examples to include: district nursing home visits, community nursing home visits, allied health professional home visits, elderly care home visits, chronic care checkups (e.g., foot exams), home infusions, home-based therapy, social care/community enrollment. Examples to exclude: staff communication & coordination, telehealth/tele-assessments, visits when the patient is an inpatient or virtual ward case.		6,242
What is your annual Lab Specimen volume (defined as each unique collection container processed in your lab system, including those sent from outside of your organisation (e.g., outreach)? In the case a single test requires multiple collection containers, it will be counted as one Lab Specimen. Examples to include: quality control testing, point-of-care testing documented in your LIMS, outreach. Examples to exclude: point-of-care testing documented in your EPR, molecular testing specimens, histopathology specimens.		N/A
What is your annual Histopathology Case volume (defined as each case (i.e., collection of one or more specimens that are processed together and diagnosed on a single case report) processed in your lab system, including those sent from outside of your organisation (e.g., outreach)? Each molecular testing specimen is also counted as one Histopathology Case.		N/A
What is your annual Outpatient Prescription Dispense volume (defined as the total number of dispenses, including refills, from all outpatient/retail pharmacies, including pharmacies for your employees only)? Do not include dispenses sent to an external pharmacy.		12,000

Mid-level or higher providers are providers whose role typically requires a minimum of a 3-year degree. Examples include, but are not limited to: doctors, physician assistants, nurses with advanced training (e.g., ANPs), physical therapists, occupational therapists, speech therapists, psychologists, case managers, social workers, anaesthetist, health educators, pharmacists, recreational therapists, cardiac rehab therapists, respiratory therapists, child health visitors, specialist nurses, dietitians, dentists, counsellors, optometrists, midwives, osteopaths, audiologists, speech and language pathologists, podiatrists, infection control practitioners, perfusionists, or athletic trainers.

Other providers are providers who do not qualify as mid-level or higher providers as described above. Examples include medical students, RNs, HCAs, general assistants and associates, technicians, coordinators, teachers, and program managers.