

Reference:	FOI.2256.20
Subject:	Attendances at Accident & Emergency (A&E) due to dental health problems
Date of Request:	7 January 2020

Requested:

1. In the financial year 2018-19, how many patients presented at your A&E departments (to include major A&E departments, minor injuries units and walk-in centres) with dental health problems?

Of these:

- a) Of the patients presenting with dental health problems, how many received treatment at the hospital during that visit?
- b) Of the patients presenting with dental health problems, can the numbers please be broken down by type of problem e.g. toothache, loss of teeth, bleeding from the mouth.
- c) Of the patients presenting with dental health problems, can the numbers please be broken down by age of the patient e.g. 0-9, 10-19, 20-29, 30-39, 40-49, 50-59, 60-69, 70-79, 80-89, 90+
- d) Of the patients presenting with dental health problems, how many were not registered with an NHS dentist?

2. Can I please get the figures above, but for the following financial years (separately):
 2014-15
 2015-16
 2016-17
 2017-18
 2019-20 to Jan 1st 2020.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information being requested, as it is estimated that the cost of answering your request would exceed the “appropriate level” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The “appropriate level” represents the estimated cost of one person spending 18 hours or (2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with details of the number of patients who received treatment following their attendance at A&E and the number of those who presented that weren’t registered with a GP Practice, the UHB would be required to conduct a manual search of the patient records to identify the information being requested. It is estimated that processing this part of your request for 2018/19 alone would cost:

986 @ 15 minutes per patient record = 246.5 hours
 246.5 hours @ £25 per hours = £6,162.50

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000, which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the *appropriate limit*.

Under section 16 of the Freedom of Information Act 2000, the UHB has an obligation to provide advice and assistance. The UHB has therefore provided you with the number of patients who were recorded as attended A&E due to dental health concerns within Attachments 1, 2 and 3. The information has been broken down further into age and the diagnosis as was recorded within the 'free text field' on the UHB's electronic patient administration system 'Myrddin' for the requested time frame.

Where the figures in the table have been replaced with an asterisk (), the UHB is unable to provide you with the exact number of patients due to the low numbers of cases (5 and under), as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the Data Protection Act (DPA) 2018 / General Data Protection Regulations (GDPR) 2016, as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles 6 and 9 of the GDPR. This exemption is absolute and therefore there is no requirement to apply the public interest test.

In reaching this decision, the Data Protection Act 2018 / General Data Protection Regulations 2016 defines personal data as data which relates to a living individual who can be identified solely from that data or from that data and other information which is in the possession of the data controller.