

**Request under Freedom of Information Act 2000**

Thank you for your request for information which we received on Monday 5<sup>th</sup> February 2024. I am pleased to confirm the following.

**I am writing to request, under the Freedom of Information Act, a copy of any communication received by your Trust from NHS England in the last 6 months, which instructs or suggests that the trust focuses its energy on patients in emergency departments who do not need to be admitted to a ward, in order to improve the Trust's performance against the 4-hour A&E target.**

Since January 2024 the Trust in response to national NHS England steer have been implementing its Urgent Emergency Care Recovery Plan utilising the national improvement tool set out by NHS England. The tool focuses on a number of areas from Streaming & Redirection & Initial Assessment, Senior Decision Maker & RAT (stationary and roving), Maximising the use of UTCs, Improving Ambulance Handovers & Direct Access, and Reducing Time in Department - 12 hours & IPS & Escalation. All areas of improvement have defined metrics for the Trust to meet.

Unfortunately we are unable to share the details of the letter due to the publication being owned by NHS England under the Government Security Classification Scheme as OFFICIAL - however, the individual requesting the FOI can contact [england.universalsupportoffer@nhs.net](mailto:england.universalsupportoffer@nhs.net) to enquire further.

Please be advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the  
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