

**Request for information under the Freedom of Information Act – 2022.103  
Released – 28 July 2022**

Thank you for your email received 12 July 2022 requesting information regarding lymphoedema.

Please find detailed below a summary of your request, together with our response.

***Summary of your original request:***

***How long is the waiting time for existing patients who require a domiciliary visit?***

For Medway the estimated wait of offering a home visit will be dependent on location, capacity within the team, sickness, urgency/clinical need, clinicians required.

If a client was referred today, they would be offered education within a couple of days, booked within six weeks and asked to call in after two months to book their first appointment/home visit. It is reasonable to expect they would wait a further two months for availability at present totalling approx. six months. This is in line with the wait for a first appointment at clinic.

***What are the main issues raised as concerns and as complaints?***

In the last 12 months, we have received 14 Comments, complaints or concerns from clients living in Medway:

Appointment cancelled – 1

Waiting time for appointment – 1

Client attended GP practice for appointment in error – 1

Client refused to wear face covering – 1

Garments – 1

Responding to telephone call – 4

Discharged without letter – 3

Triage of referral – 1

Unable to access video call – 1

***How many specialist nurses provide the service in Medway?***

1 specialist nurse 0.8 wte

1 band 4 assistant practitioner 1.0 wte

We have vacancies in the team and are out for recruitment

***What is the KPI's contractual agreement for the managing of new referrals who need a domiciliary visit?***

6 weeks

Chair John Goulston Chief Executive Mairead McCormick

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