Torbay and South Devon
NHS Foundation Trust

Email: tsdft.foirequests@nhs.net
Our Ref: TSD10021

6 November 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

1. **The total number of radiology scans performed at NHS hospitals in the last 12 months, broken down by modality (CT, MRI, and nuclear medicine scans).**

2. **A detailed breakdown of the scans performed by body part for each of the above modalities (For example CT head, MRI Spine, bone scan etc) at each trust.**

3. **The total number of outsourced scans for reporting purposes, categorized by modality (CT, MRI, and nuclear medicine) for each hospital / trust. Outsourcing and Teleradiology**

4. **Whether any radiology scans are outsourced to external providers by the hospitals.**

5. **The percentage of scans outsourced for each modality, if applicable at each hospital.**

6. **The names of the external providers contracted for outsourced radiology reporting to each NHS hospital.**

7. **The cost per scan for outsourced services, broken down by modality and body part.**

8. **The total expenditure on outsourced radiology reporting services in the last financial year per trust.**

9. **Whether there are fixed pricing agreements between teleradiology providers and the hospitals, and if so, the details of these agreements to**

include start and finish dates and the cost in pounds. Contracts and Agreements

10. **Any active contracts the hospitals have with teleradiology companies, including:**

    a. **The names of the contracted providers.**
    b. **The start and end dates of the contracts.**
    c. **The performance or quality metrics outlined in the contracts.**

11. **The current backlog for radiology scan reporting, broken down by modality and body part at each NHS trust.**

12. **The average reporting time for in-house radiology scans, categorized by modality.**

13. **The average reporting time for outsourced scans.**

14. **Whether specific modalities or body parts have more significant backlogs.**

15. **Any delays in reporting radiology scans over the last 12 months and the primary causes of such delays.**

16. **Whether the hospital has plans to reduce reliance on outsourcing for radiology reporting, and if so, the details of these strategies.**

The Trust is unable to comply with your request in its current form under section 12(1) of the Freedom of Information Act 2000, as the estimated cost of locating, retrieving and extracting the requested information would exceed the appropriate limit. For NHS trusts, this limit is £450, equivalent to 18 hours of staff time at the statutory rate of £25 per hour.

In particular, two elements of your request present difficulties. **Question 15 - Delays in reporting radiology scans over the last 12 months and their primary causes.** The Trust does not have a means of retrospectively identifying the patients whose scans experienced reporting delays through a readily available search. Identifying relevant records would first require clarification of what constitutes a “delay”, followed by manual examination of records to extract any recorded information about reporting times and the reasons for delays. The department handles more than 200,000 examinations annually. Given this volume and the inability to identify relevant cases retrospectively through an automated search, retrieving and extracting the information would involve substantial manual work. The Trust is not required under the Act to undertake new clinical analysis or create explanations of causes that are not already recorded.

Question 8 -Total expenditure on outsourced radiology reporting services in the last financial year. The Community Diagnostic Centre (CDC) contract is a complex block contract. The expenditure attributable solely to radiology reporting cannot readily be separated from the overall contract expenditure. The service has estimated that establishing a means of extracting the reporting expenditure would take at least eight hours for this question alone.

Advice and assistance - section 16

To help bring your request within the cost limit, you could clarify the reporting-time threshold you mean by a "delay" and narrow that part of your request to a specified modality and shorter period. This may reduce the work involved, although a narrower period alone may not resolve the difficulty in identifying relevant records retrospectively. The Trust can assess a revised request and advise whether the information can be provided within the appropriate limit.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link https://ico.org.uk/global/contact-us/

Yours sincerely,

Freedom of Information Team