Torbay and South Devon
NHS Foundation Trust

Email: foi.tsdft@nhs.net
Our Ref: TSD10465

2 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 as of April 2026:

I am conducting a national benchmarking exercise on NHS community dietetic services in England and am writing to request the following information under the Freedom of Information Act 2000.

Please provide data for the financial year 2024/25 (or the most recent 12-month period available) relating to your community dietetic service:

1. **Total number of whole time equivalent (WTE) dietitians employed in the community dietetic service (excluding any roles exclusively in acute/inpatient settings).**
   Clinical Community Dietetic Team in Torbay and South Devon NHS Foundation Trust:
   - 0.5WTE Band 7 Team Lead,
   - 4.1WTE Band 6, Community Clinical/Home Enteral Feeding Dietitians
   - 0.7WTE Band 5, Community Clinical Dietitian
   - 0.6 WTE Band 3 Dietetic Support Worker,
   - 0.6WTE Band 3 admin temporary admin support

   The team focuses on nutritional support and malnutrition, providing oral nutritional support for patients who are housebound, in care homes or receiving intermediate care, and home enteral tube feeding for adults and children. It also provides clinical cover for inpatient beds at four community hospitals. Four of the five geographical localities each have a 0.5 WTE Band 6 dietitian embedded in the Intermediate Care and Community Nursing teams.

   Other teams in the wider department provide dietetic services for diabetes, weight management, general outpatient clinics and patient groups, alongside specialist services such as cancer care, gastroenterology and paediatrics (excluding home enteral feeding).
   Devon Partnership Trust provides the community eating disorder service.

2. **Total number of new patient referrals received by the community dietetic service during the period.**
   1129 community referrals

3. **Total number of patient contacts (appointments/interactions) delivered by the community dietetic service during the period (please include both face-to-face and remote/virtual contacts).**
   Total number of patient contacts: 2061

4. **Average waiting time (in weeks) from referral to first appointment for the community dietetic service.**
   Average waiting time (in weeks): 32 days = 4.6 weeks

5. **The top three conditions or referral reasons by volume seen by your community dietetic service (e.g. diabetes, malnutrition, coeliac disease, eating disorders, weight management, etc.).**
   100% referrals are for malnutrition (oral nutritional support including oral nutritional supplements, and home enteral feeding)

6. **Whether your community dietetic service currently accepts self-referrals (yes/no), and if yes, what proportion of referrals are self-referrals (approximate % is acceptable).**
   We do not accept self-referrals. We do accept referrals from care homes directly, and all health and social care professionals (sufficient information to be provided by referrer for team to triage)

7. **Whether your trust commissions or delivers any community dietetic services through a primary care network (PCN) or integrated care system (ICS) framework, and if so, a brief description of the model used.**
   The Trust previously partnered with two local PCNs to employ two PCN dietitians on fixed-term contracts (2.0 WTE at Band 7 in total). The PCNs did not continue these posts. Barriers included differences between the PCNs' business arrangements and NHS employment terms and conditions, available PCN funding, and inequity arising from uneven access to PCN posts. Links with the existing community dietetic team supported clinical supervision, professional development and seamless patient care across services.
   We know of one local PCN dietitian employed directly by a PCN.

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