



**Wrightington,
Wigan and Leigh**
NHS Foundation Trust

Information Governance

Wrightington Hospital
Hall Lane
Appley Bridge
Lancashire
WN6 9EP

Tel: 01257 256284
Email: FOI@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI2019/5759

Date Received: 8th November 2019

Response Due: 6th December 2019

3rd December 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

Re: Freedom of Information Act 2000

I am seeking to ascertain the provision for people attending A&E departments for mental health related reasons. As such, please can you provide the following information:

1. For each financial year in the period 2014-15 to 2018-19, please provide figures for:
 - a. The number of adults (aged 18 and over) attending your A&E department for mental health related issues.

Please breakdown the above figure according to:

- i.) How many were treated/seen by a doctor within 4 hours;
 - ii.) How many waited longer than 4 hours to be treated.
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- b. For the people in (a.ii.), please provide a breakdown for how long those people were waiting by hour e.g. five hours, six hours etc.

2. Please detail the longest period of time an adult attending your A&E department for mental health related issues waited to be treated/seen by a doctor in

- a. Each individual financial year from 2014-15 to 2018-19 inclusive;**
b. 2019-2020 to date.

The Trust is unable to provide this data as we do not currently record this information to the level of detail requested. To access this information would require a manual review of each individual record.

Due to ongoing Data Warehouse developments the Trust will be in a position to report this level of information by January 2020.

Refusal Notice - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

Regulation 4(3) of the Fees Regulations states that a public authority can only take into account the costs it reasonably expects to incur in carrying out the following permitted activities in complying with the request:

- ☐ determining whether the information is held;
- ☐ locating the information, or a document containing it;
- ☐ retrieving the information, or a document containing it; and
- ☐ extracting the information from a document containing it.

All public authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour.

This means that the appropriate limit will be exceeded if it would require more than 18 hours work for all public authorities.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rob Forster
Deputy Chief Executive/Director of Finance and IM&T

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF