



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

Information Governance

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Ref: FOI2019/5829

Date Received: 19th December 2019

Response Due: 21st January 2020

27th January 2020

Dear Sir/Madam

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

Please could you provide the following information:

1. Have you audited your coding in the last year?

In addition to the regular internal audits, the Trust was audited by external auditors in December 2019 for the purpose of providing assurance for the Data Security and Protection Toolkit.

2. If so, what percentage of the records required re-coding or coding re-validation?

Between 2-3%

3. How many e-referrals do you process - per month and year?

Please see attached information

4. How many ERS bookings are made - per month and year?

Please see attached information

5. How many appointment cancellations are processed - per month and year?

Please see attached information

6. Do you have an automated process for updating General Practitioner information changes?

The System Supplier (DXC) are responsible for the provision of quarterly National GP Masterfile updates, there is a process in place whereby the file is automatically uploaded into PAS, thus providing up to date information of GP additions, transfers, deletion and amendments.

7. If not, how are the updates managed and what is the average delay in the updating process?

There is also a daily manual process where for GP's who have left a practice are identified and resolved via information provided via the Data Quality APP.

8. How many whole time equivalent team members process incorrectly delivered letters?

The Clinical Systems Team manage the EDT Hub which sends electronic discharge letters & secretary letters to the GP's, we have two leads on the system who manage any issues that might arise.

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