

Information Governance

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Ref: FOI2017/4217

Date Received: 26th September 2017
Response Due: 24th October 2017

17th October 2017

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

You asked:

I would like to know the following information about the provision of patient information (leaflets for patients explaining diagnosis, treatment etc.) within the Trust.

1. *Do you have an average outpatient appointment cost? Yes*
2. *If yes, what is it? £137*
3. *Do outpatient appointment costs vary by speciality? Yes*
4. *If yes, please provide details of cost for key specialities including:*
 - *Cardiology - £203*
 - *Dermatology - £107*
 - *ENT - £109*
 - *Trauma & Orthopaedics - £108*
 - *Paediatrics - £184*
 - *General medicine - £133*

If the purpose of this FOI request is to compare costs from different Trusts then please note that it is very likely that 'cost' will have been interpreted differently. We have provided a full cost i.e. one where overheads have been allocated to the outpatient appointment.

5. *How much does it cost the Trust to produce patient information each year? Production, printing and distribution of information.*

Each division is responsible for producing their own leaflets e.g. printing and distribution.

6. *How much patient information is provided by the Trust per year?*

The Patient Information Leaflets designed by the Trust are available via the internet

http://www.wvl.nhs.uk/patient_information/leaflets/default.aspx

7. *Who is the person responsible within the Trust for managing patient information?*

The Patient Information Administrator processes the development of the leaflets.

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,



Andrew Foster
Chief Executive

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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