



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

**Information Governance**

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5<sup>th</sup> January 2018

Dear

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

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

You asked:

1. A copy of the hospitals care plans, specifically what should happen when doctors at Wigan hospital are unable to speak to specialists at other hospitals?

We do have nursing care plans for many areas of nursing care— however due to the wording of your question it is possible you are referring to patient referrals to other hospitals; we do not have any care plans for this purpose.

RE: Q1 – I would like to know specifically if there are any plans or procedures in place, so that in circumstances such as my relatives; what are doctors at Wigan Hospital supposed to do to speak to doctors at other hospitals? And when they are unable to speak to doctors at other hospitals are there any escalation plans in place or next steps etc?

Where discussion is required with a doctor from another Trust, the WWL doctor will contact them via telephone (mainly through switchboard) to the other Trust's on call team – for example, if we were to be seeking a respiratory opinion from someone at another Trust, we would contact the on call Consultants/Registrar/SHO via switchboard. All contact will be recorded within a patient's notes. Should contact not be made, this would be escalated to the senior clinician, who would continue to call the relevant Trust until contact was made.

2. A copy of your collar care policy or guidance on caring for patients wearing collars.

Please see attached [Cervical Spine Injury Guideline](#)

3. A copy of your discharge procedures or plans. Specifically, what should happen to ensure after care is put into place (in good time) for patients who are being discharged.

Please see attached Discharge Policy.

4. A copy of your patient cleanliness or patient care guidance. Specifically, how often patients should be washed, cleaned and changed.

We do not have guidelines regarding patient care as stipulated in your question – we do have an intentional rounding tool that health care workers use to check patients. The intentional rounding tool is a structured process to ensure staff carry out regular checks with individual patients at set intervals ( hourly during the day and 2hrly at night ) to check patients' pain, personal needs ( including personal hygiene / toilet needs etc.) patient's position ( e.g. comfort / position change) and possessions to include drinks, nutrition, nurse call bells etc.

RE: Q4 – Do we have a copy of the 'Intentional Rounding Tool' that health care workers use to check patients as mentioned in your response?

Please see attached hourly rounding tool document.

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, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF