

**Information Governance Department**

Wrightington Hospital  
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Ref: FOI2014/2314  
Date Received: 3rd October 2014  
Response Due: 31st October 2014

13<sup>th</sup> October 2014

Dear ,

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

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

*A list of the times a patient waited for more than 15 minutes in an ambulance before they were seen by hospital staff for the following periods:*

- 1) 2009/2010
- 2) 2010/2011
- 3) 2011/2012
- 4) 2012/2013
- 5) 2013/2014 to date

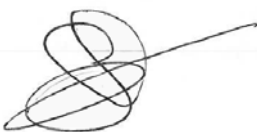
*Could the list show the amount of time each individual person waited and the location?*

Any such incidents would not be reported to this Trust. For the information you require I suggest you contact the North West Ambulance Service. Please see below for a link to their Freedom of Information request form.

<http://www.nwas.nhs.uk/talking-to-us/freedom-of-information/information-request-form/>

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. 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,



**Silas Nicholls**  
**Deputy Chief Executive Officer and Director of Strategy**

Chairman: Les Higgins  
Chief Executive: Andrew Foster CBE

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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, WrightingtonHospital, Hall Lane, AppleyBridge, 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