

Information Governance Department

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Ref: FOI2014/2340
Date Received: 24th October 2014
Response Due: 21st November 2014

19th November 2014

Dear ,

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

1) **Name of a) your trust b) the hospitals in your trust**

- a) Wrightington, Wigan and Leigh NHS Foundation Trust
- b) Royal Albert Edward Infirmary
Leigh Infirmary
Wrightington Hospital

2) **Between April and September 2014, how many complaints/concerns were raised by Trust staff members regarding**

3) **a) staffing levels/staffing shortages**

4) 57 (which includes 9 recorded within the response for (b), 1 recorded for (c) and 5 recorded for (d))

b) shifts being filled by underqualified staff/staff "acting up"/agency staff/locums

9

c) staff overwork/unpaid overtime

1

d) staff not being able to take breaks

6

5) **What is the longest time (in days) one patient has remained in a bed at your NHS Trust due to delays in transfer of care (DTOC) from September 2013 to September 2014?**

79 Days

6) **What was the age of the patient (from question 3) and the reason for delay?**

37, Completion of Care Package

Chairman: Les Higgins
Chief Executive: Andrew Foster CBE

I trust that this information answers your original request, 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,



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, 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