

**Information Governance Department**

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Ref: FOI2014/2343  
Date Received: 27<sup>th</sup> October 2014  
Response Due: 27<sup>th</sup> November 2014

19<sup>th</sup> November 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:

1. What has been the impact of poor Data Quality on the Trust?

This refers to both the positive and negative impacts of poor data quality in the following areas:

- Planning and delivery of services
- Patient records
- Patient care
- Patient safety

An example is the following BBC article:

(<http://www.bbc.co.uk/news/uk-england-leeds-29802038>)

2. Are you able to quantify the state of your Data Quality?

This refers to a quantitative description of your data quality situation – for example, please can you provide percentage values for the completeness, validity, consistency, timeliness, uniqueness (i.e. duplicates) and accuracy of your data?

In the following areas:

- Patient /clinical data
- HR/Operations data
- Finance data
- Informatics data

3. Are you able to quantify any losses down to poor Data Quality and, if so, what has been the loss in the last 3 years including litigation, fines, and admin and overhead costs?

This covers only financial information.

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E.g. financial challenges because of data quality, The overhead and cost to the Trust is the staff time taken to review and correct these challenges.

4. How many CQUIN payments or other compliance payments have you missed because of poor data quality?

This refers to the last financial year but preferably the last three years.

5. What processes does the Trust have to manage data quality?

This refers to a description of the tools, processes and systems the Trust uses to manage data quality and the chain of responsibility for these procedures.

This also refers to information regarding the efficiency of these processes e.g. how many data quality issues are identified within a given period of time and how long it takes to fix a typical data quality issue.

## REFUSAL NOTICE – Section 12

The department has looked in-depth at your request and estimates that to respond will exceed the appropriate limits as stated in Section 12 of the Freedom of Information Act.

Section 12 allows public authorities to refuse to answer requests for information if the cost of complying would exceed the 'appropriate limit' prescribed in the Fees Regulations (SI 2004/3244). For public authorities this is 18hrs - £450.

The Regulations only allow some costs to be counted. Specifically, the costs it incurs in:

- (a) determining whether it holds the information,
- (b) locating the information, or a document which may contain the information,
- (c) retrieving the information, or a document which may contain the information, and
- (d) extracting the information from a document containing it.

and if those costs are attributable to the time people spend on those activities, they must be charged at £25/hr (whatever the staff time actually costs).

We therefore ask that you refine your request in order that we may supply some information to you within the timeframe.

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