

Ref: FOI2016/3498  
Date Received: 27<sup>th</sup> September 2016  
Response Due: 25<sup>th</sup> October 2016

17<sup>th</sup> October 2016

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:

*In each of the financial years 2013-14, 2014-15 and 2015-16 (ie give figures for each year separately) please supply the following information:*

- 1. How many patients were a) medical b) surgical outliers – ie in a bed in another department's ward?*
- 2. How many of these a) medical and b) surgical outliers were over the age of 65?*
- 3. How many patients were moved between wards during their stay a) 3 times b) 4 times c) 5 times or more? In each category, how many patients were over the age of 65?*
- 4. On how many occasions were patients moved between 8pm and 8am?*
- 5. How many patients were "boarded" – ie taken to a ward where they waited until a permanent bed was ready?*
- 6. What was the a) average b) maximum time that patients were "boarded" for?*

We are unable to provide the information on outliers as it is not recorded centrally, if recorded it would be held within individual case notes. As case notes are for the care and treatment for patients we do not ask staff to search them in order to respond to Freedom of Information requests.

The only questions we are able to answer are 5 & 6. We do not board patients waiting for a permanent bed.

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,



**Pauline Law**

**Director of Nursing**

Chairman: Robert Armstrong  
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

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