

Information Governance

Wrightington Hospital
Hall Lane
Appley Bridge
Lancashire
WN6 9EP

Tel: 01257 488271
Email: FOI@wwl.nhs.uk
Web: www.wwl.nhs.uk

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Response Due: 18th September 2017

13th September 2017

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. Please provide a description of the hospital your Ophthalmology department is in and approximate population served. E.g Tertiary university hospital who serves a population of approx 500,000.

1. Do you provide a service to see urgent/emergency ophthalmology patients? What do you call this service?

E.g an Eye casualty/ rapid access eye clinic

Yes, we provide an outpatient service for urgent/emergency patients – it is called “Urgent Referral Clinic.”

2. Is it a walk in service or booked 9-5 or other (please explain)?

E.g 9-5 booked sessions Monday to Friday or walk in

It is an appointment only service (fax referrals from GP, A&E, Opticians etc) – Monday to Friday 9-5.

3. Do you have a telephone triage for new referrals? Who triages these calls and how?

E.g Nurse prac, staff nurse, doctor other

We do not have a telephone triage service.

4. What type of staff work in your emergency clinic seeing patients? And how many are present per session?

E.g 2 Nurse practitioners, 2 doctors, (1 trainee, 1 non-training grade doctor) and an optometrist

One Nurse practitioner, 5 doctors – 10 patients per session – 2 sessions per day

5. How is consultant supervision provided? Do you have a Primary care consultant for eye casualty?

E.g by the on call doctor, supervision from clinic, Primary care/emergency ophth consultant

Supervision is provided from clinic.

6. How many patients do you see on an average day, week & month?

20 patients booked each day – Monday-Friday.

7. Are follow up appointments made in the same emergency clinic? What proportion per day are follow up patients?

We have 2 follow up appointment slots for am and pm session.

8. What do you use to record the examination of patients?

E.g patient notes, eye notes, electronic/computer based patient records(please specify which one)

Patient's notes

9. If you have one, what is the tariff cost allocated to new and follow up patients seen as an emergency in the Ophthalmology department?

We do not have a tariff.

10. Who sees and triages out-of-hours emergency patients? What is classified as out-of-hours?

E.g One on call doctor with consultant cover 5pm-9am, cover provided by another unit, walk in 24hours same as day time service. Weekend cover provided by a trainee and consultant all day.

We have no out-of-hours service.

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