



Information Governance

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Ref: FOI2017/4166

Date Received: 30th August 2017
Response Due: 27th September 2017

19th 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.

You asked:

1. *Do you currently have a strategy in place to reduce waiting times between arrival and being seen, for outpatients having elective treatment/surgery?*

- a. ~~Yes~~
- b. No

2. *How are you measuring its implementation?* N/A

3. *What maximum waiting room time targets do you have in place?*

Patients should not be waiting more than 15 minutes; We have no agreed targets in place.

4. *How have you performed against those targets for 2014, 2015, 2016 and 2017 to date?* N/A

5. *Who is responsible for setting those targets?* N/A

6. *How many official customer complaints did you receive in 2014, 2015, 2016 and 2017 to date about waiting room times, or poor outpatient experience?*

2014	6
2015	10
2016	15
2017	8

7. Do you currently deploy any of the following for managing outpatient check in and outpatient flow at the hospital?

- Receptionist/manned desk - Yes
- Paper ticket queue management dispenser - No
- Queue management display screen and audio to call patients - No
- Self-service kiosk to notify arrival for appointments, or ask for help - No
- iPad/tablet station - No
- Ability to check in with smartphone - No
- Other: please specify _____

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