

Ref: FOI2018/4737

Date Received: 19<sup>th</sup> June 2018  
Response Due: 17<sup>th</sup> July 2018

17<sup>th</sup> July 2018

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.

*As you will be aware, emergency readmissions are currently recorded as any patient subject to an unplanned re-admittance within 30 days of being discharged. But to understand any impact fully this data needs to be broken down by each day within the 30 day period.*

***Under the Freedom of Information Act 2000 please provide the data to fill out the table below.***

**EMERGENCY READMISSIONS BROKEN DOWN BY DAY 2012/13 - 2017/18**

<b>Number of days after discharge patient was readmitted</b>	<b>Number of patients subject to emergency readmission during 2012/13</b>	<b>Number of patients subject to emergency readmission during 2013/14</b>	<b>Number of patients subject to emergency readmission during 2014/15</b>	<b>Number of patients subject to emergency readmission during 2015/16</b>	<b>Number of patients subject to emergency readmission during 2016/17</b>	<b>Number of patients subject to emergency readmission during 2017/18</b>
<b>0*</b>	188	142	137	138	142	190
<b>1</b>	595	517	470	425	553	866
<b>2</b>	430	388	383	386	417	600
<b>3</b>	379	337	312	331	316	475
<b>4</b>	330	305	278	292	299	423
<b>5</b>	302	283	286	254	254	359
<b>6</b>	286	261	271	262	242	309
<b>7</b>	249	232	246	229	200	340
<b>8</b>	231	228	201	196	188	243
<b>9</b>	221	216	192	228	179	236
<b>10</b>	176	209	168	182	191	215
<b>11</b>	193	178	170	169	161	219
<b>12</b>	178	167	179	164	129	181
<b>13</b>	164	192	157	158	136	205
<b>14</b>	165	152	161	155	131	183
<b>15</b>	175	150	144	142	137	167
<b>16</b>	151	125	129	140	123	157
<b>17</b>	145	142	142	130	124	139
<b>18</b>	141	135	139	118	139	150
<b>19</b>	139	109	108	100	114	123
<b>20</b>	116	120	125	110	108	136
<b>21</b>	126	128	134	122	96	133
<b>22</b>	124	98	107	101	97	129
<b>23</b>	110	98	109	97	98	134
<b>24</b>	109	99	101	82	101	96
<b>25</b>	111	99	107	88	83	114
<b>26</b>	118	91	118	88	84	126
<b>27</b>	107	104	92	104	81	116
<b>28</b>	123	80	90	92	83	112

<b>29</b>	101	103	95	77	89	103
<b>30</b>	89	93	80	81	64	93
	<b>6072</b>	<b>5581</b>	<b>5431</b>	<b>5241</b>	<b>5159</b>	<b>7072</b>

\* Re-Admissions are calculated on overnight stays, and therefore 0 days will be people who have been discharged and re-admitted on the same date

**Secondly, please answer the following question:**

- **How is the data collected on emergency readmissions used or analysed to**  
**i) prevent emergency readmissions; or**  
**ii) improve patient experience?**

Data is used to target cohorts of patients who re-attend at the Emergency Care centre with the intention of reviewing the needs of each patient and making change to their care plans as necessary to help support them before they reach crisis point.

An example of some of the work to date :

- The Trust works closely with mental health providers to ensure that re-attenders are reviewed on each presentation
- The Trust checks whether each patient is open to a provider and works with that provider to understand what input they are providing
- Work to ensure care plans are available electronically is progressing, this would support immediate access to information
- The Trust works closely with North West Ambulance Service Frequent attenders team to identify spike in attendances via ambulance.
- A multi-disciplinary monthly frequent attenders meeting takes place to monitor progress.

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,



Rob Forster  
Deputy Chief Executive/Director of Finance & Informatics

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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