

# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2025/10417

Date Received: 13<sup>th</sup> January 2025

Response Due: 10<sup>th</sup> February 2025

Date: 10<sup>th</sup> February 2025

Dear Sir/Madam

With reference to your request for information received on 13<sup>th</sup> January 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**Please may I request the following information:**

**1. Do you have a Virtual Ward or Hospital at Home Service?**

Yes, the Trust has a Virtual Ward service.

**2. Please could I have a copy of your staffing structure for the Virtual Ward or Hospital at Home model you have?**

8a Operational Manager and 8a Clinical Quality Lead 2.0 WTE

B7 Operational lead 0.93 WTE

B7 Clinical lead 2.69 WTE

B6 Co-Ordinator's 6.0 WTE

B5 RGN's 14.49 WTE

B4 AP's 3.5 WTE

B3 HCA's 5.0 WTE

B3 clerical 5.0 WTE

**3. Please could I have a copy of any Standard Operating Policies that you have as part of your Virtual Ward or Hospital at Home Service?**

Please see attached.

**4. Do you have any process maps that detail the clinical and/or operational pathways that form your Virtual Ward or Hospital at Home Service?**

Please see attached.

- 5. Are your Acute Medical, General Medical, or Emergency Department Consultant workforce directly engaged in Virtual Ward or Hospital at Home service supervision? If so, is it a duty that is delivered during independent VW/HAH sessions or alongside their Acute Trust commitments?**

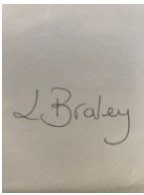
No, they are not directly engaged in the Virtual Ward supervision.

- 6. Do Primary Care clinicians retain any responsibility for patients cared for by VW/HAH patients? Perhaps shared care of some patients with Acute Trust or dedicated VW/HAH clinicians is achieved?**

The patient remains under the care of WWL until discharged from the Virtual Ward service. However, the responsibility of providing repeat medications and management of long-term conditions remains with Primary Care.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A rectangular box containing a handwritten signature in dark ink. The signature appears to be 'L. Braley'.

Lynne Braley  
Divisional Director of Operations and Performance - Community Services Division

**PLEASE NOTE:**

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, Wroughtington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111