



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

Buckingham Row

Brick Kiln Lane

Wigan

WN1 1XX

Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)

Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2024/10426

Date Received: 15<sup>th</sup> January 2025

Response Due: 12<sup>th</sup> February 2025

Date: 11<sup>th</sup> February 2025

Dear Sir/Madam

With reference to your request for information received on 15<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 would you provide me with the name and email address of the person who manages Patients Services, this might be the Health Records Manager, the Information Governance Manager or a Patient Services Manager or Records Services Manager.**

**The areas that could fall within Patient Services are as follows:**

- **Health Records** = Jenny Wheeler.
- **Data Quality** = Dan McCormick, Patrick Paine, Tom Hunt and Michelle Cooper.
- **Inpatient and Outpatient Booking** = Jenny Wheeler and Kimberley Woods.
- **Ward Clerks** = Ward clerks are situated across the clinical divisions and are managed at divisional level by the ward leaders. Therefore, there is not one sole person who manages this.
- **Receptionists** = There are receptionists across the Trust within various divisions/departments, they will be managed within the divisions by various managers. Therefore, there is not one sole person who manages this.
- **Information Governance** = Ged English-Gallantry.
- **Disclosure Office/Subject Access Requests** = Ged English-Gallantry.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

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,



Juliette Tait  
Chief People Officer

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, Wrightington, 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