

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/10633

Date Received: 27th March 2025

Response Due: 28th April 2025

Date: 9th April 2025

Dear Sir/Madam

With reference to your request for information received on 27th March 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold part of the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I am writing to request information under the Freedom of Information Act 2000 regarding support services available to haemato-oncology and leukaemia patients at Wrightington, Wigan and Leigh NHS Foundation Trust.

Please provide responses to the following questions:

Support Workers:

- 1. Do you provide cancer support workers, or similar roles (e.g., navigators, cancer care co-ordinators) to your haemato-oncology patients?**

Yes.

If yes: a. How many do you employ, and what is the Full-Time Equivalent (FTE)?

1 FTE.

b. What is their average caseload?

The do not have a specific case load.

c. How many are employed by a third party (e.g., charity), and what is the FTE?

0.

d. What is their caseload?

N/A.

2. What percentage of your leukaemia patients have accessed their services?

The Trust does not hold this information as this number is not routinely collected.

Counselling Services:

3. Do you provide counselling or psychological support for leukaemia patients through:

a) Mental health professionals?

Yes.

b) Digital platforms (e.g., apps)?

No.

c) Any other relevant services?

Yes.

4. How many staff do you employ to provide cancer emotional support, and what is the FTE?

0.

5. What are:

a) The average waiting times from referral to first appointment or first access point for emotional support services?

N/A.

b) The minimum waiting times from referral to first appointment or first access point for emotional support services?

N/A.

c) The maximum waiting times from referral to first appointment or first access point for emotional support services?

N/A.

6. How do patients get referred to these services (e.g., clinical nurse specialist, GP, self-referral)?

CNS.

7. Are there any limits on the number of sessions or amount of time cancer patients can access counselling?

No.

8. What percentage of all cancer patients you care for access emotional support in-house?

The Trust does not hold this information as this number is not routinely collected.

9. What percentage of leukaemia patients you care for access emotional support?

The Trust does not hold this information as this number is not routinely collected.

Welfare Support:

10. Do you offer welfare advice or practical support (e.g., benefits, financial help, transport) to:

a) All cancer patients?

Yes.

b) Leukaemia patients?

Yes.

11. How do patients access this support, and how is the information shared with them?

Via McMillian Information Desks.

12. How many staff and FTE staff are responsible for delivering welfare support services?

This service is provided by a charity therefore the Trust does not hold this information.

13. How many leukaemia patients accessed welfare support in the past 12 months? What percentage of the total leukaemia patients you care for does this represent?

The Trust does not hold this information as this number is not routinely collected.

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,



Hazel Hendriksen
Divisional Director of Operations for Specialist Services

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