

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

Web: www.wwl.nhs.uk

Ref: FOI/2025/10793

Date Received: 30th May 2025

Response Due: 11th July 2025

Date: 11th July 2025

Dear Sir/Madam

With reference to your request for information received on 30th May 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:

1. **By individual hospital (if the trust runs more than one major A&E) the number of patients spending more than**
 - a) **24 hours from decision to admit to admission (also known as a “trolley wait” breach)**

January 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
February 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
March 2025 = 91.
April 2025 = 199.
 - b) **Of those, the number of people waiting more than 48 hours**

January 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
February 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
March 2025 = 4.
April 2025 = 13.
 - c) **Of those, the number of people waiting more than 72 hours**

January 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
February 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
March 2025 = 0.
April 2025 = 2.
 - d) **Of those, the number of people waiting more than 96 hours**

January 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.

February 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
March 2025 = 0.
April 2025 = 0.

e) The longest that any one patient had to wait

January 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
February 2025 = Being withheld under Section 12 of the FOI Act. Please see the below.
March 2025 = 55.68 hours.
April 2025 = 73.68 hours

2. The number of those patients detailed in (1) for categories (a) - (d) who were classed as mental health patients and the longest that any mental health patient had to wait.

The Trust is unable to provide a breakdown of DTA admission times for mental health patients as the data is recorded on GMMH systems and as such the Trust would be unable to give an accurate data set regarding this.

The Trust can provide a wait time for mental health patients from attendance to discharge but is unable to provide time from DTA to Discharge. The data from attendance to discharge is below:

January 2025 = 14. Longest wait 137.3 hours.
February 2025 = 12. Longest wait 165.4 hours.
March 2025 = 10. Longest wait 67.6 hours.
April 2025 = 7. Longest wait 71.8 hours.

For further information on the wait times from being discharged from A&E to a Mental Health service please contact foi@gmmh.nhs.uk.

I would like this information for: January 2025, February 2025, March 2025 and April 2025 with each month's information being separate.

The Trust is unable to provide the requested information in Question 1 for January 2025 and February 2025 as the new recording process for Trolley Waits was only introduced at the end of February.

Therefore, we are unable to provide this information as the information is not held in a reportable or structured format in our central system and records would have to be reviewed manually which would exceed the appropriate time limit. The Trust has to take into account the cost attributable to the time spent in locating, retrieving, and collating the information. We have therefore applied exemption Section 12 (4) (b) of the Freedom of Information Act 2000-beyond appropriate limit. The appropriate limit is set at £450.00 (18hrs @ £25 per hour).

Clarification: When we requested clarification on how to identify a "mental health patient" you stated, "In this request a mental health patient means someone who is waiting for treatment at a mental health trust - but has arrived at an acute hospital A&E to access that."

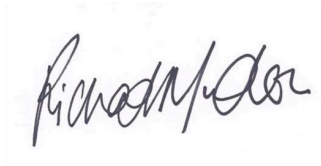
However, we do not have a specific field within our systems that could be used to identify a mental health patient that was repatriated to another Trust for admission to a mental health bed. We could supply the average time that patients seen by the mental health nurses/RAID team at WWL waited between DTA and discharge, but we could not guarantee that all were admitted to a mental health bed. Would you like this data?

Response: If you can give me that information, that will work for me.

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 handwritten signature in black ink, appearing to read 'Richard Mundon', is enclosed within a thin black rectangular border.

Richard Mundon
Deputy Chief Executive

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