



# 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/2025/10986

Date Received: 6<sup>th</sup> August 2025

Response Due: 4<sup>th</sup> September 2025

Date: 12<sup>th</sup> August 2025

Dear Sir/Madam

With reference to your request for information received on 6<sup>th</sup> August 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. The total number of inbound and outbound telephone calls handled by your Trust in each of the last three financial years (e.g. 2022/23, 2023/24, and year-to-date 2024/25 if available).**

	Inbound	Outbound
2025	1,023,663	1,427,610
2024	1,498,424	Data not available
2023	403,875	Data not available
2022	Data not available	Data not available

2025 information is based on Jan 2025 to July 2025.

The Trust is unable to provide the breakdown of outbound calls for 2022 -2024 as the system does not allow us to extract the information due to the volume of calls over the 12-month period. The system also does not allow us to go back to 2022 therefore the number of inbound calls during this year is also not available.

- 2. If available, a breakdown of the above by:**

- a. Calls to main switchboard(s)**
- b. Calls to clinical departments**
- c. Calls to administrative or other non-clinical departments**

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).

**If providing a breakdown would exceed the cost limit under the Act, please provide the total volume only.**

Please see the above.

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 'Garry Harris', with a long horizontal stroke extending to the right.

Garry Harris  
Deputy Director Digital & Chief Technology 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