



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/2025/11069

Date Received: 16th September 2025

Response Due: 14th October 2025

Date: 26th September 2025

Dear Sir/Madam

With reference to your request for information received on 16th September 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:

I am writing to request information under the Freedom of Information Act regarding Exception Reporting FOI. Please can you complete the below questions.

- Please complete the below table on the software currently used in each department to allow resident doctors to submit exception reports*:**
***exception reporting refers to a system that allows doctors and other healthcare professionals to formally log any deviations from their agreed work schedule**

Department	Software	Annual License of Software	Contract Start Date	Contract End Date	Does the system meet the latest NHS Employers requirements on exception reporting? Tick if yes
Urgent and Emergency Services	RLDatix	£28,297	23/07/2023	22/07/2026.	Yes
Medical Care	RLDatix				
Surgery	RLDatix				
Critical Care	RLDatix				

Maternity	RLDatix				
Services for Children and Young People	RLDatix				
End of Life care	RLDatix				
Outpatient				N/A	
Community				N/A	
Mental Health				N/A	
Other (please specify)				N/A	

The Trust is unable to split these costs by speciality, therefore the annual cost for all licenses has been provided.

- 2. Are there any plans to change or upgrade the current exception reporting system? Given the NHS requirement for full implementation of the exception reporting reforms by 12th September 2025 (as reported by NHS England)**

No, new information is now out therefore plans are to upgrade by February 2026.

- 3. Can you provide the name and contact information for the Trusts Guardian of Safe Working Hours contact?**

Abigail Callender-Iddon.

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.

- 4. Can you provide the name and contact information for the Trusts Medical Education lead?**

Alison Quinn.

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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