

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
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Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/11164

Date Received: 21st October 2025

Response Due: 18th November 2025

Date: 18th November 2025

Dear Sir/Madam

With reference to your request for information received on 21st October 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 provide data for 2024, and any available for 2025 to date for the following:

1. Surgical delays

The number of operations delayed or cancelled where the recorded cause included:

- a. **Missing or incomplete surgical instrument sets**
- b. **Late arrival of loan sets or consignment trays from suppliers**
- c. **Equipment or instrument sterilisation or cleaning faults**
- d. **Missing documentation, instructions for use (IFUs), or traceability records**

The Trust is 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).

The Trusts reporting system does not contain a specific category or subcategory for equipment-related surgical delays, identifying relevant incidents requires manual review. Of the 567 flagged incidents which have pulled through using the 'Medical Devices' and 'Cancellations due to operational factors', if each incident takes approximately 3 minutes to assess for relevance, this would take around 28 hours of review time.

If your Trust does not record these categories specifically, please provide the nearest equivalent data (e.g. “equipment failure,” “instrument availability,” or “theatre preparation delays”).

Please see the response to question 1.

2. Delay duration

Where available, please provide the average or total delay time (e.g. hours or days) attributed to these causes.

Please see the response to question 1.

3. Reporting system

If available, please confirm which system(s) your Trust uses to record and categorise surgical delays (e.g. Datix, ORMIS, Bluespier, or another).

ORMIS.

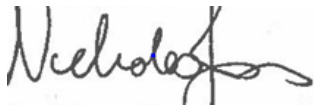
4. Internal reports

If available, please share any summaries, reports, or audits produced since 2023 that discuss equipment-related surgical delays, loan set management, or theatre efficiency

Please see the attached complaints summary file.

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,



Directorate Manager for Surgery

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