



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/2025/11176

Date Received: 24th October 2025

Response Due: 21st November 2025

Date: 10th November 2025

Dear Sir/Madam

With reference to your request for information received on 24th 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:

I am writing under the Freedom of Information Act (2000) to please request the following information regarding your Trust's patient portal, also known as a Patient Engagement Portal (PEP).

1. Does your Trust have a PEP?

Yes.

- If no, do you plan to have one?**

N/A.

2. What is the name of your PEP product?

DrDoctor.

3. What year did your PEP go live?

2022.

4. Did staff receive formal training on using the PEP during implementation?

Yes.

- If yes, was this mandatory?**

No.

5. Do staff receive formal ongoing training on the PEP?

No.

- **If yes, is this mandatory?**

N/A.

6. Which job role and/or department provides support for staff using the PEP?

Healthcare Operations.

7. Is it mandatory for staff to use the PEP?

No.

8. Which team led the PEP implementation process?

Transformation, Digital and Operational teams.

9. Did your Trust have a formal implementation strategy or project plan for the PEP?

Yes.

10. Does your Trust have dedicated Project Management support for digital transformation?

Only during the implementation.

- **If yes, please provide the job title**

N/A.

11. Does your Trust have any ring-fenced funding to support digital transformation?

Capital investment as prioritised.

12. Does your Trust have a designated board-level role with responsibility for digital strategy?

Yes.

- **If yes, please provide the job title**

Chief Officer for Strategy, Partnerships and Digital.

13. Do you have a dedicated team solely working on the PEP?

No.

14. If yes, how many members of staff work on this team?

N/A.

15. From the following list, please tick which PEP functionalities are live:

- Notifications such as appointment confirmation and reminders
- Appointment scheduling/rescheduling
- Digital letters
- Forms for patients to complete such as PROMs, PREMs etc

Those not applicable have been removed from the above list.

16. How many staff have logged on to the PEP in the last 6 months?

45.

17. Please provide a breakdown of the staff groups who have logged on to the PEP in the last 6 months, shown as percentages: For example: 60% Administrative, 20% Clinical, 10% IT Support, 10% management.

75% Administrative.

20% Management.

5% Clinical.

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