

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/2025/11228

Date Received: 12th November 2025

Response Due: 10th December 2025

Date: 9th December 2025

Dear Sir/Madam

With reference to your request for information received on 12th November 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:

Under the Freedom of Information Act 2000, I am writing to request information held by your Trust regarding incidents of lost, delayed, or unprocessed cancer referrals.

1. Patient Safety Incident Reports (Datix or equivalent system).

For the period 1 January 2022 to 31 December 2024, please state the total number of incidents recorded on your Trust's Datix (or equivalent incident reporting system) relating to lost, delayed, or unprocessed cancer referrals, including urgent suspected cancer ("2-week wait") referrals.

- **For each such incident, please provide (where available and without breaching personal data exemptions):**
- **The year and month of occurrence**
- **Whether the incident generated a Patient Safety Incident Investigation (formerly termed SUI or serious untoward incident).**
- **A brief description or summary of the incident category.**

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).

There are no specific category relating to lost, delayed, or unprocessed cancer referrals, including urgent suspected cancer ("2-week wait") referrals. The available categories are generic and identifying cancer-related incidents would require the review of 1,736 individual records. Which at an estimated 5 minutes per record, would take approximately 144 hours.

2. **Serious Incidents / Serious Untoward Incidents (SIs/SUIs)/Patient Safety Incident Investigations**
For the same period (1 January 2022 – 31 December 2024) please provide the number of Serious Incidents (SIs)/ Serious Untoward Incidents (SUIs) or Patient Safety Incident Investigations recorded by the Trust that relate to lost, delayed, or unprocessed cancer referrals.

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For each SI/SUI, please include (where available):

- **The year and month of occurrence**
- **The category or title of the incident**
- **The recorded harm level, if known**

Year and Month	Category	Level of Harm
January 2022	Diagnostic Delay	Severe
January 2022	Missed follow up	Moderate
January 2022	Missed follow up	Severe
February 2022	Delayed Diagnosis	Moderate
March 2022	Delayed Diagnosis	Severe
March 2022	Delayed Diagnosis	Severe
April 2022	Delayed Diagnosis	Severe
April 2022	Delayed Diagnosis	Severe
May 2022	Delayed Diagnosis	Severe
June 2022	Treatment Delay	Moderate
July 2022	Treatment Delay	Severe
July 2022	Lost to follow up	Severe
August 2022	Delayed Diagnosis	Severe
October 2022	Treatment delay	Severe
November 2022	Delayed diagnosis	Severe
November 2022	Treatment delay	Severe
May 2023	Lost to follow up	Severe
May 2023	Delayed Diagnosis	Severe
July 2023	Lost to follow up	Severe
July 2023	Missed Diagnosis	Severe
August 2023	Delayed Diagnosis	Severe
August 2023	Delayed Diagnosis	Severe
October 2023	Lost to follow up	Severe
December 2023	Delayed Diagnosis	Severe
January 2024	Lost to follow up	Severe
April 2024	Lost to follow up	Severe
September 2025	Delay in diagnosis	Severe

- **If any summary reports, learning reviews, or board papers summarising such incidents are publicly available, please provide a link or reference rather than the full document.**
This information is not publicly available.

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 'Hazel Hendriksen', followed by a period.

Hazel Hendriksen
Director of Operations – Specialist Services & Surgery Division

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