



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/11260

Date Received: 26th November 2025

Response Due: 24th December 2025

Date: 24th December 2025

Dear Sir/Madam

With reference to your request for information received on 26th 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:

I am writing to request information under the Freedom of Information Act 2000. My request relates to two areas of service within the Trust: Tele-Radiology outsourcing and A&E admission reduction initiatives.

Radiology Services – Tele-Radiology Outsourcing

For the financial year 2024/25 (April 2024 – March 2025), please provide the following information relating to outsourced reporting services only (excluding any outsourced scanning):

1. What was the total value (£) of radiology reporting work outsourced to private tele-radiology providers?

£1.8M

2. What was the total volume (number of reports) of radiology reporting work outsourced to private tele-radiology providers?

This information is being withheld under Section 43 of the Freedom of Information Act 2000.

Please see below

3. Of the outsourced reporting activity, how many were:

- **MRI reports?**
- **CT reports?**
- **Plain Film reports?**

This information is being withheld under Section 43 of the Freedom of Information Act 2000.

Please see below

4. Which private tele-radiology companies were used by the Trust during this period?

Medica Reporting Limited
4 Ways Healthcare Limited
Vital Radiology Services Ltd.

5. Who holds responsibility within the Trust for overseeing outsourced radiology reporting?

Please provide:

- **Name** Lee Unsworth
- **Job title** Directorate Manager
- **Division/department** Radiology, Cancer services & Pathology

A&E Admissions – Patient Flow & Reduction Initiatives

1. Does the Trust have a designated lead responsible for patient flow/navigation, or for reducing non-necessary A&E admissions?

(This may include roles linked to Single Points of Access, Flow Navigation Centres, etc.)

Yes

If so, please provide:

- **Name** Kate Davenport
- **Job title** Directorate Manager, Discharge and Patient flow
- **Division/department** Corporate Division

2. Does the Trust currently operate any live initiatives or programmes aimed at reducing A&E admissions?

If yes, please provide a brief outline of these initiatives.

The Better Lives programme is a joint initiative between our Local Authority, ICB, and Acute Trust. One of its key workstreams focuses on reducing attendances and avoidable admissions by strengthening community-based alternatives and embedding “call before convey” pathways. Establishment of Community Admission Avoidance at the front door and strengthening our Frailty Assessment Pathways to avoid admission where appropriate.

Working is ongoing to build Community Alternatives and Call Before Convey Pathways focusing on:

- Rapid response teams, urgent community clinics, and step-up beds in intermediate care.
- Clear escalation/de-escalation protocols so staff feel confident in avoiding conveyance.
- Embedding decision-support tools through a Single Point of Access (SpoA) for paramedics and care home staff.
- Strengthening links with GP out-of-hours and urgent care hubs.

Further development is underway with primary care colleagues to expand these approaches, ensuring patients are supported closer to home and that system partners work together to provide safe, effective alternatives to hospital care. Aligning with PCNs to ensure continuity of care and proactive management of high-risk patients.

Section 43(2) – Commercial interests

Information regarding reports and reporting activity has been withheld under section 43(2) of the FOIA if its disclosure would be likely to prejudice the commercial interests of the Trust.

Section 43 of the FOIA is a qualified exemption and is subject to the Prejudice Test and the Public Interest Test.

Prejudice test

We confirm that we have carried out a full prejudice test and that, on the balance of probability, the Trust's interests would be prejudiced in the event of disclosure. Therefore, we confirm that the Prejudice Test is engaged.

Public interest test

We have also carried out the Public Interest Test to ascertain whether the public interest in disclosure outweighs the public interest in withholding the requested information:

Public interest in disclosure of the information:

- We acknowledge that there is public interest in transparency around how the Trust engages with suppliers and procurement.
- We acknowledge that there is public interest in the Trust's finances.

Public interest in withholding of the information:

- **Protecting public finances** – As a public authority, the Trust must ensure that it obtains the best value for money. Disclosure of the information would be likely to affect the quality of future offers provided to the Trust. It is therefore firmly in the public interest not to disclose any information which would affect commercial offers made to the Trust, which in turn will affect the Trust's finances.
- **Ensuring fair competition** – Information provided to the Trust during the procurement process contains sensitive competition information. It is not in the public interest to disclose information which would affect free and fair competition.
- **Transparency** – We understand that there is public interest in how the Trust engages with providers. However, we consider that the information held by the Trust would not significantly further the public understanding of its relationship with these suppliers beyond what has already been disclosed in this response.
- **Reputation damage or loss of confidence** - It is firmly in the public interest that the Trust takes all steps to protect its reputation around information handling. It is not in the public interest to do anything which would jeopardise our ability to maintain strong working relationships with third parties.

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,



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