



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/2024/9528

Date Received: 15th January 2024

Response Due: 12th February 2024

Date: 12th February 2024

Dear Sir/Madam

With reference to your request for information received on 15th January 2024, 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:

- 1. What is the annual cost for your TIE environment support contract, does it cover out of hours support, who is the supplier and when does the contract end?**

£24,637 + VAT per year
Core hours only
InterOperability Health (UK) Limited
Dec 2025

- 2. What solution(s) do you use to manage / improve data quality and what is the scope, e.g., is clinical data included?**

JitBit.com - The team use this as a platform to effectively manage Data Quality related calls/issues/workstreams.

Qlik Sense Enterprise - The use of Qlik Sense Apps has enabled a proactive approach to monitoring and improving data quality within our organisation. The Apps include Clinical data ranging across our Clinical Systems, with a few example systems being CSC, HIS and Systmone related data.

The Trust also uses the below platforms when managing and improving our Data Quality:

- HED (Healthcare Evaluation Data)
- NHS England Customer Portal (National Back Office)
- NHS Spine Portal
- NHS England CDS DQ Dashboard
- Future NHS Platform
- Prescribed Specialised Services Tool- NHS England
- NHS Digital (now merged with NHS England)
- NHS Digital ODS Portal

3. How do you manage care planning (e.g. ReSPECT) across multiple providers and teams, e.g., acute, mental health, social care?

The elective preop service patients can be managed in various ways if needed.

If identified at pre op the need for optimisation for instance can be through the GP.

- A referral back to the GP for out of area patients can be done to optimise/investigate any abnormalities ie blood test results, high BP. This can be communicated digitally, by letter and verbally (documenting all actions/requests in patients notes)
- Referrals to specialist areas within the Trust ie cardiology c(opinion & investigations), respiratory(opinion/investigations) and this is done by a referral proforma.
- Referral to therapy services (Occupational therapy & Physio therapy) mainly for major joint surgery. However, we would refer any patient who express or we think may struggle post-surgery.
- Referrals are made by us to internal patient flow team to be aware of any special needs to be put in place pre and peri surgical procedure.
- Mental capacity assessments are done to determine if a patient would require a 'best interest meeting' surgeons are notified of this.
- Vulnerability / Safeguarding concerns would be highlighted to the respective departments with referral.
- MDT referrals for High Risk patients between the surgeons and anaesthetic department.

4. What are your plans around creating your system level data/integration strategy?

Within GM we have the GM shared care record which is used to support direct clinical care and share clinical information between providers, both within secondary, primary and social care. As a Provider with GM we are a key stakeholder in the project.

5. Please provide the email address of your main point of contact to discuss the above.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members as many unsolicited emails/telephone calls could cause disruption to work by blocking email accounts/telephone lines and thereby preventing true work-related emails/calls from being delivered.

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 'Malcolm Gandy', with a long horizontal flourish extending to the right.

Malcolm Gandy
Chief Information 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