



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/2024/9569

Date Received: 25th January 2024

Response Due: 22nd February 2024

Date: 22nd February 2024

Dear Sir/Madam

With reference to your request for information received on 25th 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. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?

The Trust does not hold this information centrally.

2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?

The Trust does not hold this information centrally.

3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?

The Trust does not hold this information centrally.

4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?

9.71%

5. What EPR system do you use please and what is the contract expiry date for that system?

Altera Sunrise Clinical Manager – contract expiry 1st October 2024

6. What PAS system do you use please and what is the contract expiry date for that system?

Dedalus Patient Centre – 31/03/2025

7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?

DrDoctor - Currently contracting renewal

8. If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?

Currently 68% of appointment letters are viewed electronically as opposed to on paper for included patients/specialties.

9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?

Hylands Onbase – contract expiry 01/10/2027

10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?

N/A

11. Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?

DrDoctor – for clinical correspondence and appointment reminders. Currently contracting renewal

12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?

InTouch for health Room and Resource Bookings - Currently in implementation phase.

13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?

There were 2973 requests in 2022.

89.3% were processed within 28 days.

14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?

Have your digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

The closed/archived records have not been digitised.

The Trust has partially digitised day forward because we have removed paper case notes from out-patient clinics and upload referral letters, and this is done in house.

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,



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