



# 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](mailto:foi@wwl.nhs.uk)

Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2024/9575

Date Received: 29<sup>th</sup> January 2024

Response Due: 26<sup>th</sup> February 2024

Date: 26<sup>th</sup> February 2024

Dear Sir/Madam

With reference to your request for information received on 29th 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:

**In regards to the past 12 months or past calendar year:**

**1. How many FOI requests have you received in your organisation?**

1/1/23 – 31/12/23  
933 requests received.

**2. How many of these requests have not been completed within the 20 working day timescale?**

104

**3. How many staff log/process FOI requests?**

1 FTE

**4. What system is used to log and record Freedom of Information Requests? e.g. Ulysses, Excel**

Excel and Datix

**5. Please provide the reasons that these requests were not completed within 20 working day timescale? E.g. lack of engagement, delay from departments who have the information, availability of staff, delay in approval process.**

The Trust does not record the reasons for each breach.

**6. Do all staff in your organisation have training on what a Freedom of Information Request is?**

Freedom of Information Act is covered in the Information Governance mandatory training.

**7. Have you implemented any changes to improve the Freedom of Information Request response rate within your organisation? E.g. staff awareness, invested in better systems, hired more employees.**

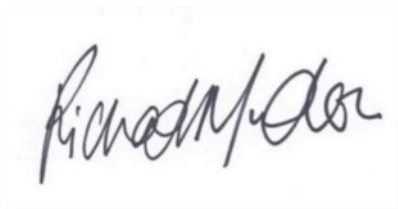
The freedom of Information team has created a training package which is presented to managers and other colleagues involved in the FOI process to raise staff awareness and understanding of the legal requirements and difficulties which the team experience. The FOI team meet weekly to discuss requests which are due to breach, have potential exemptions, conduct Public Interest tests and to build a greater understanding of FOIA.

**8. If you have any other comments about responding to FOI requests or completing the requests within 20 working days, please write them here.**

N/A

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 blue ink that reads "Richard Mundon". The signature is written in a cursive style and is contained within a light grey rectangular box.

Richard Mundon  
Director of Strategy and Planning

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