



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/2024/9919

Date Received: 7th June 2024

Response Due: 5th July 2024

Date: 5th July 2024

Dear Sir/Madam

With reference to your request for information received on 7th June 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:

Please respond by populating the table if possible,

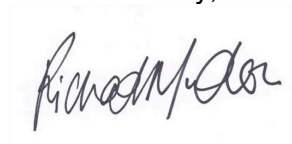
	FOI	Non-medical Subject Access Requests	Medical Subject Access Requests	PALS Queries	PALS queries that resulted in formal complaints	Formal Complaints received directly (not through PALS)
Number of cases/requests received in the last calendar year (2023)	937	670 (DPAs)	2,610 (SARs)	2,245 records (all PALS queries)	Not centrally recorded – see below.	451
Of those requests/cases in 2023, the number answered within time limits for the request/case.	794	666	1,884	There is no legal time frame requests have to be answered in.	Not centrally recorded – see below.	72%

				Therefore, this is not recorded.		
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Excel Spreadsheet and Datix	Onbase, AMS, Datix	Onbase, AMS, EPR, HIS, MSS, CSC	Datix	Datix	Datix
Team/department that processes the request (name of team/department)	Information Governance	Access to Health Records	Access to Health Records	Patient Relations and PALS service	Patient Relations and PALS service	Patient Relations and PALS service

The Trust is unable to provide this data as it is not recorded centrally, if recorded it would be held within individual case notes. As case notes are for the care and treatment of patients, we do not request staff to interrogate them in order to collate the information required to respond to Freedom of Information requests.

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,



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