



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/2024/9828

Date Received: 1st May 2024

Response Due: 31st May 2024

Date: 20th May 2024

Dear Sir/Madam

With reference to your request for information received on 1st May 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. For the last financial year, has your trust been providing direct bank transfers into patients' accounts for the Healthcare Travel Costs Scheme? If yes, what has been the average waiting time (Business working days) for a patient from making the request to receiving the money in their bank account?**

The Trust has not been providing direct bank transfers into patients' accounts.

- 2. For the last financial year, has your trust been providing direct bank transfers into the bank accounts of patients, their next of kin, or the executor of their Will for any money deposited during admission? If yes, what has been the average waiting time (Business working days) from the request to the money being received in the bank account?**

The Trust has not been providing direct bank transfers into patients' accounts.

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,



Kelly Knowles
Operational Director of Finance

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