



**Wrightington,
Wigan and Leigh**
NHS Foundation Trust

Information Governance

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Ref: FOI2019/5505

Date Received: 4th July 2019

Response Due: 1st August 2019

26th July 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

The communications data I am requesting is as follows:

1. The job title of the most senior person in the Communications Department?

Head of External Communications & PR Department.

2. Number of whole time equivalent members of staff are there in the Communications Department?

External Communications & PR Department – 5.5

3. Total pay budget for the Communications Department?

External Communications & PR Department - £178,426

4. Total non-pay budget for the Communications Department?

External Communications & PR Department - £49,253

5. Average open rates for staff email bulletins

We are unable to identify the number of staff that have opened email bulletins.

6. Total annual attendance figures at internal staff briefings in 2018/19 (specifically briefings that were organised by the Communications Department)

In regards to our monthly corporate staff team briefings (Senior representation from all divisions across the Trust required with exec lead) - 168

7. Which of the following does the Communications Department report to the Board on a regular basis (yes or no answer):

- **Media coverage** - Yes
- **Social media activity** - Yes
- **Website activity** - Yes
- **Intranet activity** - Yes
- **Internal email open rates** - No
- **Attendance at staff briefings** - No
- **Video views** - No
- **Internal campaign performance** - No

Please could you also let me know:

7. The % hand hygiene compliance at the trust in 2018/19

For the whole year the % was 96%

9. The staff turnover rate at the trust in 2018/19

8.5% (turnover rate for 18/19 as at 31 March 19).

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster
Chief Executive

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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, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF