

Information Governance

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Response Due: 19th January 2018

11th January 2018

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

Further to a report in the Wigan news: <https://www.wigantoday.net/news/hospital-chief-apologises-for-a-e-delays-and-promises-action-1-8912770> and the headline summary of "Wigan's hospital boss has apologised for longer waiting times in A&E and promised rapid action, blaming IT glitches for the disruption", please answer the following questions:

1) *What new hardware and software was installed into A&E*

In June of 2016 the Trust rolled out Allscripts SCM and Hylands Onbase across all of its sites for clinical document, diagnostic ordering and resulting, electronic prescribing, medicines administration and clinical referrals etc. As part of that go live our Accident & Emergency Department remained on their existing system for patient flow and on paper for clinical pathways. Our Allscripts SCM and Hylands Onbase system's usage was extended in our A&E department on the 17th October to include clinical documentation and patient flow.

2) *For IT glitches, what part of the IT hardware or infrastructure failed*

No parts of the IT Hardware or Infrastructure have failed.

3) *For IT glitches, what part of the operating systems failed or errored*

No parts of the operating systems failed or errored.

4) *What hardware or software in (1) was removed or repaired as a result of the IT glitches*

No hardware or software was removed or repaired.

5) *If the answer of (1) through to (4) was None, please state with full clarity the cause of what WWL has referred to as IT glitches.*

As with any large IT System Implementation, they introduce changes and challenges that can prove difficult to adapt to. This is particularly true of an A&E system where the changes are introduced into a high pressure and finely balanced environment, particularly as we entered into a colder part of the year which always leads to higher demand. At times of greatly increased demand some of our staff responsible for the patient flow felt it was more difficult to manage the whole department than it had been previously due to the way the system depicted the overview of the facility when exceptionally busy.

6) *If you are to remove the recently implemented system from A&E please describe the reasons why including:*

It has been agreed to roll back to the previous state for a short period of time whilst both the winter pressures subside and the technical teams provide a view of activity that will work better during periods of excessive demand and pressure.

6a) *Any failures or inadequacies in system testing*

The system was thoroughly tested and signed off prior to implementation however it is difficult to fully simulate how all staff will interact with the system during highly pressured times.

6b) *Any identified lack of business requirements*

No lack of business requirements have been cited as part of the reason for the roll back.

6c) *Any identified lack of knowledge of clinical workflows*

No lack of knowledge of clinical workflows has been cited as part of the reason for the roll back.

6d) *Any identified lack of reporting requirements*

No lack of reporting requirements has been cited as part of the reason for the roll back.

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