

Date: Monday, 20th January 2020  
Our Ref: MB/SS FOI 4163

Sid Watkins Building  
Lower Lane  
Fazakerley  
Liverpool L9 7BB  
Tel: 01515253611  
Fax: 01515295500  
Direct Line: 01515563037

**Re: Freedom of Information Request FOI 4163**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 19th December 2019.

Your request was as follows:

Have you audited your coding in the last year?

[At The Walton Centre NHS Foundation Trust yes we have audited our coding in the past year.](#)

If so, what percentage of the records required re-coding or coding re-validation?

Primary diagnosis - 8.5%  
Secondary diagnosis - 9.75%  
Primary procedure - 2.75%  
Secondary procedure - 9%

How many e-referrals do you process - per month and year?

[Section 21 of the Freedom of Information Act 2000 provides that:](#)

[“\(1\) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.](#)

[\(2\) For the purposes of subsection \(1\)—](#)

[\(a\) information may be reasonably accessible to the applicant even though it is accessible only on payment...”](#)

The information you have requested is published in The Walton Centre's Annual Report, please use the following link:  
<https://digital.nhs.uk/services/e-referral-service/reports-and-statistics/ebx-reports>

[As a result, we believe that the information is already reasonably accessible to you.](#)

How many ERS bookings are made - per month and year?

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How many appointment cancellations are processed - per month and year?

Here at The Walton NHS Foundation Trust there was 5100 in 2019; we do not hold the data for more than 6 months in regards to e-referrals so we have applied an average monthly rate to the year to reach this number.

Do you have an automated process for updating General Practitioner information changes?

No, we are not currently linked to the Patient Demographics service.

If not, how are the updates managed and what is the average delay in the updating process?

The PAS system is updated quarterly when changes in GP/Practices are published by NHS Digital  
Individual Patient records are updated as:

- Patients advise of a change;
- Returned mail from GP practices is sent back to us and processed
- Newly referred patients are sent a demographics form to complete and return to the trust
- NHS Number traces show a mismatch to the Patient Demographics Service
- Internal Data Quality Checks with downstream systems

How many whole time equivalent team members process incorrectly delivered letters?

Approximately 0.2 w.t.e; as part of data quality tasks including patient and GP Practice returned mail.

Please see our response above in [blue](#).

#### **Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 4163 in any future communications.**



If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**