The Walton Centre NHS Foundation Trust FOI 5876

1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?

The Walton Centre NHS Foundation Trust Patient Access Centre sent out approximately 150, 000 outpatient appointment letters in 2022.

2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?

I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold the information you have requested, as the WCFT do not record what type of correspondence is being sent. Therefore, we cannot provide this information.

3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?

I can confirm in accordance with Section 1 of the Freedom of Information Act 2000 (FOIA) that we do not hold the information you have requested, as the WCFT do not record what type of correspondence is being sent. Therefore, we cannot provide this information.

4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?

10.54%

5. What EPR system do you use please and what is the contract expiry date for that system?

The WCFT use an in-house developed system – Expiry Not Applicable

6. What PAS system do you use please and what is the contract expiry date for that system?

“PCS Live” – 31/3/25

7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?

Dr Doctor – This is not yet live.

8. If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?

0%

9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?

The WCFT use an in-house developed system – Expiry Not Applicable

10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?

The WCFT utilises central NHS Digital “NHS Mail” shared tenancy.

11. Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?

(See Q7)

12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?

Bookwise / eRoster

13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?

1332 – all requests were released within the 28-day period.