



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department
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Wigan
WN1 1XX

Email: foi@wwl.nhs.uk
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Ref: FOI/2023/9454

Date Received: 7th December 2023

Response Due: 9th January 2024

Date: 2nd January 2024

Dear Sir/Madam

With reference to your request for information received on 7th December 2023, 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:

- **Do you have a digital or electronic tool to manage your operational activity in real-time in line with Operational Pressures Escalation Levels (OPEL) Framework 2023/24 (see: <https://www.england.nhs.uk/wp-content/uploads/2016/10/PRN00551-OPEL-Framework-2023.24-V2.0.pdf> for more information)**

The Trust OPEL score is manually created by the Command Centre using an excel spreadsheet and reported into the Greater Manchester ICS on a daily basis, the Trust are currently developing an in-house BI solution which calculates the OPEL score based on the new framework and associated technical guidance that was published by NHS England.

- **If so who is the supplier of this tool and when does the contract expire**

Not applicable, the Trust have an in-house solution

- **If not, please provide an overview of how you manage OPEL levels within your organisation**

The above refers to calculating the OPEL score rather than managing the levels within the organisation. The Trust have various policies, standard operating procedures and response plans all designed to manage pressures within the patient flow system.

• **Do you provide real-time data feeds into a your ICS System Control Centre**

Not currently but this is currently being worked on across GM. The Trust have an in-house BI App which will provide the OPEL score and then link directly into the ICS SCC.

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,



Malcolm Gandy
Chief Information Officer

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