



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

Buckingham Row

Brick Kiln Lane

Wigan

WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/10494

Date Received: 3rd February 2025

Response Due: 3rd March 2025

Date: 3rd March 2025

Dear Sir/Madam

With reference to your request for information received on 3rd February 2025, 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:

I kindly request the following information for Wrightington, Wigan and Leigh NHS Foundation Trust:

- 1. What is the total backlog of outpatient clinical letters awaiting completion as of January 2025? (I am interested in the operational backlog only and do not require data on older letters that may be duplicates or contain errors).**

The information is not recorded to the detail requested, therefore the Trust is unable to provide this data as it is not recorded centrally. We can provide the number of dictations awaiting transcription, 7250 for January 2025 but this will include some administration letters

- 2. What was the total expenditure on temporary administrative staff in the past financial year?**
2023/24 = £1,014,848.
- 3. What was the total expenditure on (external) transcription or voice recognition services in the past financial year, if applicable?**
2023/24 = £116,061
- 4. If applicable, when is the current contract for (external) transcription or voice recognition services set to expire?**
31/08/2025
- 5. Is the trust currently exploring or actively pursuing the implementation of ambient AI or AI-powered transcription services?**

The Trust are proactively exploring digital solutions to support clinical services and deliver high quality efficient patient care.

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,



Tabitha Gardner
Chief Finance 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