



# 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](mailto:foi@wwl.nhs.uk)

Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2024/10260

Date Received: 1<sup>st</sup> November 2024

Response Due: 29<sup>th</sup> November 2024

Date: 20<sup>th</sup> November 2024

Dear Sir/Madam

With reference to your request for information received on 1<sup>st</sup> November 2024, 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 require the following information for the period 2014-2024:**

**1. Total number of complaints received relating to radiographers for any reason (including x-ray, MRI, CT, ultrasound, mammography, fluoroscopy).**

26, using the contact as Radiographer.

**2. Total number of the above complaints that relate to radiographers' communication issues (excluding delays in appointments or diagnostic reports).**

<5, using the contact as Radiographer.

The Trust has a standard procedure of not releasing information when the data involved is less than 5. This is because we feel that such low numbers could make the individuals involved identifiable and therefore may cause undue harm and distress.

To disclose this information would:

a) Contravene the Data Protection Act principles in that it would amount to unfair and possibly unlawful processing, as there was a legitimate expectation by the third parties that this information would remain confidential, and

b) Disclosure may cause damage or distress to the individual(s) involved, and that damage or distress would be unwarranted (section 10 of the DPA).

**Totals for the full 10-year period will suffice, there is no need to break it down to annual numbers.**

**Clarification:** Please can you confirm whether these are complaints relating to a radiographer (person) – or complaints that are relating to the area?

**Answer:** Please provide data relating to radiographers. For example, if the complaint was about excessive time waiting for an x-ray then that would not be relevant, but a complaint about an interaction with a radiographer would be relevant.

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,

A handwritten signature in black ink, appearing to read 'Ashish', written over a horizontal line. There are some small marks below the line.

Dr Abdul Ashish  
Deputy Medical Director

**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