



# 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/2024/10290

Date Received: 11<sup>th</sup> November 2024

Response Due: 9<sup>th</sup> December 2024

Date: 18<sup>th</sup> November 2024

Dear Sir/Madam

With reference to your request for information received on 11<sup>th</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:

**Under The Freedom of Information Act 2000, could you kindly answer the following questions:**

- 1. What is the total number of mental health related callouts (CAD records) that the Wrightington, Wigan and Leigh NHS Foundation Trust ambulance service have responded to over the last five years? I would like this information to be provided for each of the last five calendar years as follows: 2019, 2020, 2021, 2022, 2023.**
- 2. Please could you also provide the proportion of total callouts that relate to mental health incidents (e.g. 40%).**
- 3. How many sections were made related to mental health incidents in the last five calendar years?**

The Trust does not hold this information. However, we feel that the Northwest Ambulance Service (NWAS) may be able to assist you. Please note that the Trust does not offer mental health services.

Please redirect your questions to the Northwest Ambulance Service (NWAS) using one of the two following methods:

Please complete the FOI enquiry form at <https://www.nwas.nhs.uk/contact-us/foi/> or email the team at [foi.enquiries@nwas.nhs.uk](mailto:foi.enquiries@nwas.nhs.uk)

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 'Andrew Stenton', written in a cursive style.

Andrew Stenton  
Interim Director of Operations & Performance

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