



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

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Brick Kiln Lane

Wigan

WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2023/8748

Date Received: 14th March 2023

Response Due: 13th April 2023

Date 5th April 2023

Dear Sir/Madam

You asked:

I just wanted to get in touch to ask two questions. The first was whether there is any way you could provide a year-by-year overview for the data. This would help me identify whether there is a downward trend (e.g. of the 390 complaints - 157 were 2018, 137 were 2019, etc).

Please see exemptions below.

The second was whether I could incorporate two further questions as part of a new request. This would put the complaint data you were able to provide into an appropriate context (e.g. to contextualise 390 complaints with the fact 10,000 operations were performed):

- **Year-by-year breakdown of the number of operations performed in the past five calendar years for orthopaedic surgery;**
- **Year-by-year breakdown of the number of recordable patient safety incidents (to include serious incidents and not of harm reportable incidents) in the past five calendar years for orthopaedic surgery;**
 - **Breakdown by incident category (if available);**

Please see exemptions below.

The way the surgical complaints are captured does not give a true reflection of the total number of surgical complaints. The team would have to read each individual complaint to ascertain if the complaint was surgical or a complaint made by a patient who is being treated by the surgical team. For example, if a patient on a surgical ward was to complain about the car park charges it would be recorded as a surgical complaint, as a result of this to answer your questions accurately would take over the 18 hour time limit.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. Regulation 4(3) of the Fees Regulations states that a public authority can only take into account the costs it reasonably expects to incur in carrying out the following permitted activities in complying with the request:

- determining whether the information is held;
- locating the information, or a document containing it;
- retrieving the information, or a document containing it; and
- extracting the information from a document containing it.

All public authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour.

This means that the appropriate limit will be exceeded if it would require more than 18 hours work for all public authorities.

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 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rabina Tindale
Chief Nurse & DIPC

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