

Ref: FOI/2023/8824

Date Received: 13th April 2023

Response Due: 15th May 2023

Date: 3rd May 2023

Dear Sir/Madam

You asked:

1. Do you use an Electronic Patient Record (EPR)?

Yes

2. If you do use an EPR which one do you use?

Altera Sunrise

3. When did you go live with your EPR?

June 2016

4. How long did it take to bed in within your Clinical Coding Department/ trust?

6 Months

5. How user friendly is your EPR for your Clinical Coders?

Please find response below.

6. What systems were you using before?

The Trusts own EPR Concerto which we still use.

7. How helpful was the EPR training provided to Clinical Coders before go live?

Please find response below.

8. Is any paperwork still generated on wards that is required for Clinical Coding?

No .

9. How did implementation go for Clinical Coding?

Please find response below.

10. What was done well?

Please find response below.

11. What could have been done better?

Please find response below.

12. What were your biggest challenges as a Clinical Coding Department relating to your EPR?

Please find response below.

13. What are still your biggest challenges as a Clinical Coding Department relating to your EPR?

Please find response below.

14. Has EPR impacted your Clinical Coding Departments KPI's – quality, backlog, engagement?

We have needed a lean measurement as many documents have been added recently that have started to cause a back log in our coding.

15. What are the positives of your EPR system for your Clinical Coding Department?

Please find response below.

16. Are there any negative impacts from your EPR for your Clinical Coding department?

Please find response below.

17. How are you tackling these?

N/A

18. Did you have any Clinical Coding clerical support before EPR go live and do you have clerical support now?

Yes, we had support before EPR, we no longer have support now.

19. Has the change been positive or negative for your Clinical Coding Department?

Please find response below.

20. Do you have you any advice for a Clinical Coding Department planning on purchasing the same EPR as you?

Please find response below.

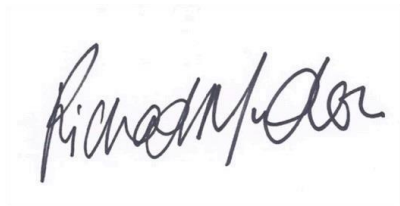
21. Would you recommend other trusts select your EPR solution?

Please find response below.

We are not required to create new information to respond to a request or give judgement or opinion that is not already recorded. Furthermore, the Trust is not required to create new information or find answers to a question from staff that may happen to know. The Information Commissioner has confirmed this position in its online guidance on handling FOI requests.

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,



Richard Mundon
Director of Strategy and Planning

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