



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/2023/9337

Date Received: 25th October 2023

Response Due: 22nd November 2023

Date: 22nd November 2023

Dear Sir/Madam

With reference to your request for information received on 25th October 2023 , 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:

1. Do you have a centralised patient administrative service within your Trust?

Yes

2. If not then how do you run your patient services? Please provide a description (i.e. are these admin functions delivered by different services within the Trust).

N/A

3. What are the activities delivered by that centralised administrative service (e.g. referrals, bed management)? Please provide a complete list.

New/e-referral and follow up booking

Elective admissions and day case booking

4. What percentage of referrals (i.e. RTTs) are managed by that central administrative? Please provide an accurate estimate.

The Trust do not record this data.

5. What is the size, structure and budget of that central administrative? Please provide an outline of team structure as it currently stands and the total number of people in that team, with NHS salary bands, as well as its yearly budget for the past 5 financial years.

Budget WTE over 5 years

Band	19/20 WTE	20/21 WTE	21/22 WTE	22/23 WTE	23/24 WTE
Admin & Clerical Band 5	6.00	6.00	6.95	9.75	9.75
Admin & Clerical Band 4	92.34	95.59	98.31	99.18	101.52
Admin & Clerical Band 3	72.16	71.53	71.35	67.61	67.03
Admin & Clerical Band 2	114.30	116.49	108.85	110.17	109.61
Total	284.80	289.61	285.46	286.71	287.91

Budget pay over 5 years

Band	19/20 £	20/21 £	21/22 £	22/23 £	23/24 £
Admin & Clerical Band 5	217,276	213,105	245,514	372,547	389,222
Admin & Clerical Band 4	2,610,170	2,763,988	2,903,565	3,106,231	3,328,558
Admin & Clerical Band 3	1,753,654	1,784,912	1,832,617	1,868,235	1,937,527
Admin & Clerical Band 2	2,525,063	2,677,398	2,606,770	2,833,999	2,994,546
Total	7,106,154	7,439,403	7,588,466	8,181,012	8,649,853

Team Structure Oct 2023

Band	WTE
Admin & Clerical Band 5	9.88
Admin & Clerical Band 4	106.40
Admin & Clerical Band 3	66.10
Admin & Clerical Band 2	101.39
Total	283.77

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,



Malcolm Gandy
Chief Information 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