

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department
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Ref: FOI/2023/9242

Date Received: 21st September 2023

Response Due: 19th October 2023

Date: 19th October 2023

Dear Sir/Madam

You asked:

1. **What are the core patient administration system(s) used by your organisation?**
PAS – Clinicon
2. **Do you have a data warehouse solution in place to extract, transform and load data from your patient administration system(s) into a central repository for secondary use?**
Yes
3. **What systems/software/programmes/applications does your informatics teams use to:**
 - a. **Manage workload, incorporating receiving requests internally and externally, managing work in progress and communicating to customers through to task/product completion?**
Asana
 - b. **Provide regularly available information to customers, including patient data, reports, dashboards, scorecards and other visual representations of data?**
Qlik
 - c. **Analyse data, including descriptive, diagnostic, predictive and prescriptive analysis (as defined in table 1 below).**
Qlik

Table 1 Types of analysis, adapted from Gibson (2021)

Descriptive analysis	This is the simplest and most common use of data in business today. Descriptive analysis answers the “what happened” by summarizing past data, usually in the form of dashboards. The biggest use of descriptive analysis in business is to track Key Performance Indicators (KPIs).
Diagnostic analysis	Diagnostic analysis takes the insights found from descriptive analytics and drills down to find the causes of those outcomes.

	Organizations make use of this type of analytics as it creates more connections between data and identifies patterns of behaviour.
Predictive analysis	Predictive analysis uses the data we have summarized to make logical predictions of the outcomes of events. This analysis relies on statistical modelling, which requires added technology and manpower to forecast. It is also important to understand that forecasting is only an estimate; the accuracy of predictions relies on quality and detailed data.
Prescriptive analysis	Prescriptive analysis utilizes state of the art technology and data practices, such as Artificial Intelligence (AI) systems to consume a large amount of data to continuously learn and use this information to make informed decisions, communicating these decisions and even putting those decisions into action.

For the next section of questions, please provide an answer for each system included in response to question 3 (i.e. for parts a, b & c). A matrix has been provided for convenience.

	3a	3b	3c
4. How long have these systems been in place/used for?	4.5 Years	10 years or more	10 years or more
5. What are the annual costs to use these systems?	7k	80k	80k
6. Were there any initial set up costs to implement these systems? Is so what costs were incurred?	0k	Unknown	Unknown
7. Have these systems been assessed for their return on investment? If so, what was the outcome?	Not assessed	Not assessed	Not assessed
8. Do you intend to continue to use these technological solutions in the next 3-5 years? If not, what other solutions are you considering?	Yes	Yes	Yes

9. On average (excluding Freedom of Information requests), how many requests in total do you receive per week or month from both internal and external colleagues/customers for:
 - a. Information provision
75<100
 - b. Regular reports
20<30.
 - c. Analysis
1<10
10. On average (excluding Freedom of Information requests), how long does it take from a request being received to completion (i.e. turnaround/process time) for:
 - a. Information provision
2<5 days
 - b. Regular reports

20<30 days

c. Analysis

2<5 days

11. How many staff (whole time equivalents) are employed in any capacity to service these types of requests?

a. Information provision

10<15.

b. Regular reports

5<10

c. Analysis

5<10

12. Do you use business intelligence cubes / OLAP (Online Analytical Processing) cubes to standardise, consolidate or aggregate relevant data for fast and efficient analysis?

No.

Have you implemented or experimented with the use of artificial intelligence or machine learning?

Yes

a. If so, what has this been used for?

Predicative Analytics

b. How often is this type of analysis conducted?

Ongoing programme of works

13. Would you be willing to provide more information and discuss these points on a one-to-one basis? If so, please can you provide your details below:

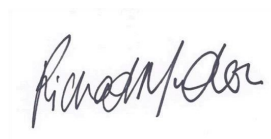
With apologies, but we do not have the capacity to discuss these points on a one-to-one basis at this time.

14. Do you have any other comments you would like to add?

No

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