



# 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/2023/9155

Date Received: 22<sup>nd</sup> August 2023

Response Due: 20<sup>th</sup> September 2023

Date: 20<sup>th</sup> September 2023

Dear Sir/Madam

You asked:

**Can the trust confirm and provide information on the following:**

## **1. The Trusts wayfinding strategy.**

The Trust engages with local groups such as volunteers, Access and the Royal National Institute for the Blind (RNIB) and undergoes a Patient Led Assessment of the Care Environment (PLACE), reporting to NHSE highlighting accessibility and signage within the Trust Sites.

The Trust has also engaged with an external signage company to undertake a signage review of the main acute site regarding its directional signage currently in place.

The Trust utilises volunteers to attend sites that they are not familiar with as mystery shoppers, ensuring our patients receive a positive experience when visiting our sites for appointments and visiting.

The Trust has a 5-year contract with AccessAble (running from July 2022), which provides access information to online access guides. Patients / public can use this resource to find out about access about departments, wards and services across all our local hospital sites.

## **2. Number of missed appointments by type and location.**

	Site	Follow Up	New	Grand Total
<b>2021/22</b>	Atherton Health Centre	215	8	223
	Boston House	2202	1102	3304
	GOLBORNE CLINIC	29	4	33
	HINDLEY GIBSON STREET	7	2	9
	HINDLEY HEALTH CENTRE	55	9	64
	Leigh Infirmary	9188	4731	13919
	MEDICENTRE - ASHTON			
	MAKERFIELD	373	3	376
	Pemberton Clinic	82	10	92
	Platt Bridge Clinic	355	195	550
	Royal Albert Edward Infirmary	4324	3333	7657
	Standish Clinic	25	1	26
	Thomas Linacre Centre	5595	2512	8107
	TYLDESLEY CLINIC	27	15	42
	Wimslow Health Centre	4	1	5
	Wrightington Hospital	9533	2168	11701
	<b>Grand Total</b>	<b>32014</b>	<b>14094</b>	<b>46108</b>

	Site	Follow Up	New	Grand Total
<b>2022/23</b>	Atherton Health Centre	235	12	247
	Boston House	2190	1290	3480
	GOLBORNE CLINIC	57	4	61
	HINDLEY GIBSON STREET	9	3	12
	HINDLEY HEALTH CENTRE	97	7	104
	ISSA MEDICAL GROUP			
	FERTILTY F		6	6
	Leigh Infirmary	9671	4719	14390
	LYTHAM ST ANNES A MED			
	SCREEN		5	5
	MEDICENTRE - ASHTON			
	MAKERFIELD	405	4	409
	Pemberton Clinic	62	9	71
	Platt Bridge Clinic	331	78	409
	Royal Albert Edward Infirmary	4550	3662	8212
	Standish Clinic	30	5	35
Thomas Linacre Centre	5862	2870	8732	
TYLDESLEY CLINIC	46	9	55	
Wimslow Health Centre	24	22	46	
Wrightington Hospital	8569	2259	10828	
	<b>Grand Total</b>	<b>32138</b>	<b>14964</b>	<b>47102</b>

<b>2023/24</b>	Site	Follow Up	New	Grand Total
----------------	------	-----------	-----	-------------

Atherton Health Centre	88	17	105
Boston House	738	381	1119
CLAIRE HOUSE PHOENIX WAY	5		5
GOLBORNE CLINIC	21	6	27
HINDLEY GIBSON STREET		1	1
HINDLEY HEALTH CENTRE	41	8	49
ISSA MEDICAL GROUP FERTILITY F		7	7
Leigh Infirmary	3264	1539	4803
MEDICENTRE - ASHTON MAKERFIELD	125	9	134
Pemberton Clinic	23	8	31
Platt Bridge Clinic	53	27	80
Royal Albert Edward Infirmary	1458	1489	2947
Standish Clinic	8	2	10
Thomas Linacre Centre	1870	960	2830
TYLDESLEY CLINIC	16	7	23
Wimslow Health Centre	2		2
Wrightington Hospital	2978	711	3689
<b>Grand Total</b>	<b>10690</b>	<b>5172</b>	<b>15862</b>

**Note:** The 2023/24 data is complete up to the 23<sup>rd</sup> August 2023.

**3. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).**

The Trust does not have this information recorded in its systems. We are therefore unable to provide the above information.

**4. Number of complaints associated to poor wayfinding.**

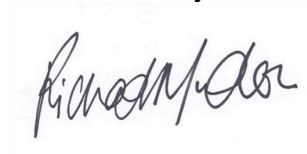
**We need this for the financial years ending:**

- **March 2024 (Y2D)**
- **March 2023**
- **March 2022**

The Trust does not have wayfinding as a subject for our complaints system. We are therefore unable to provide the above information.

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 'Richard Mundon', enclosed in a thin black rectangular border.

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