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Date: 16th April 2019

Name: Rita Gillespie
Email: request-563707-99d18f26@whatdotheyknow.com
Our Ref: ID1364

NHS Wirral Clinical Commissioning Group
Old Market House
Hamilton Street
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CH41 5AL
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Dear Ms Gillespie,

Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 22nd March 2019.

You Asked for:

Please list all Acute Trusts & Community Providers within your commissioning area, which provide Functional Bowel / Irritable Bowel Syndrome (IBS) Clinics.

For each of these providers, please list:

1. What national & local targets (if any) do these providers have regarding referral waiting times for Functional Bowel / Irritable Bowel Syndrome (IBS) Clinics?
2. To what extent were these targets met by each provider in the last 3 years?
3. Describe any patient self-assessment tool used a part of the referral pathway and/or prior to clinic appointment?
4. Are these tools electronic or paper-based? If electronic, which product is used?
5. Please provide the name and job-title of the lead clinician for each service

Our Response:

The Acute Trusts and Community Providers within the Wirral area are:

- Wirral University Teaching Hospital NHS Foundation Trust (WUTH) – Emergency Services & Gastroenterology
- Wirral Community NHS Foundation Trust (WCT) - Wirral Bladder and Bowel Service Adults

1. Answer:

- Wirral University Teaching Hospital NHS Foundation Trust (WUTH) - National targets are applicable to this service i.e. A & E 4 hour wait, 18 weeks from referral to treatment.
- Wirral Community NHS Foundation Trust (WCT) - Wirral Bladder and Bowel Service Adults. Referrals are accepted from GPs, specialist nurses and secondary care. Routine referrals are triaged within 24 hours and urgent referrals within 60 minutes of receipt and care are provided within appropriate timescales according to clinical risk. Interventions are categorized against low, medium and high clinical; psychosocial, environmental and health related behaviour risks. Care planning is personalised and takes account of all identified risk factors.

Two indicators are in place to monitor the service:

- Percentage of patient calls returned within 48 hours
- Percentage of patients seen face-to-face within 28 days

2. Please see table below:

Integrated Continence Service - KPI Data	2016/17	2017/18	2018/19 YTD (Feb)
Percentage of patient calls returned within 48 hours	100.0%	99.0%	99.3%
Percentage of patients seen face-to-face within 28 days	98.9%	99.0%	98.0%
Integrated Continence Service Activity	6,872	6,968	6,258

3. Wirral Community NHS Foundation Trust - Wirral Bladder and Bowel Service (Adults) provide as part of their service a Holistic Continence Assessment and associated care planning. The service holds detailed information as to whether this is undertaken on a self-assessment or supported basis as well as the tool used.

4. Please see answer 3 above.

5. Please see information as requested:

For Wirral University Teaching Hospital NHS Foundation Trust (WUTH)

- Divisional Manager for Gastroenterology – Mr Michael Gibbs
- Deputy Divisional Manager for Gastroenterology – Mr Paul Kenyon
- Clinical Lead - Dr Beverley Oates

For Wirral Community NHS Foundation Trust - Wirral Bladder and Bowel Service (Adults)

- Specialist Continence Nurse - Fiona Weaver

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

Yours sincerely



Paul Edwards

Director of Corporate Affairs

NHS Wirral Clinical Commissioning Group

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