

Name: Clive Townsend
Email: request-628800-93144b66@whatdotheyknow.com
request-629027-d5468b55@whatdotheyknow.com
request-629221-65796f9b@whatdotheyknow.com

Oxleas NHS Foundation Trust

Bracken House
Bracton Lane
Leyton Cross Road
Dartford
Kent
DA2 7AF

Our ref: FOI 5492-4

Date: 11 February 2020

01322625700
www.oxleas.nhs.uk

Dear Craig,

FREEDOM OF INFORMATION ACT 2000 – SECTION 8 REQUEST

Thank you for your request for information dated 18/12/2019. Your request has been managed under the terms of the Freedom of Information Act 2000.

You requested the following information under section 8 of the Act:

How many joiners, movers, and leavers do you process per year?

	01/01/19 – 31/12/19
Starters	879
Movers	Information not held
Leavers	645

How many staff/whole time equivalents manage this process?

5 WTE for reported year

Do you have an automated system to manage ESR?

No

Do you use a single sign on solution across the organisation to manage the accounts?

No

If so, which solution do you have?

N/A

How many people are in your organisation's data quality team?

1 WTE

How many staff do you currently employ to undertake RTT validation tasks?

4 – CYP and borough based Business Offices

How many more permanent or temporary staff are expected to be needed over the next 12 months?

None

How many open RTT pathways do you have currently?

653 incomplete pathways at end of December 2019

How many staff do you currently employ to undertake clinical coding validation tasks?

2 staff members

How many more permanent or temporary staff are expected to be needed over the next 12 months?

Potentially 1 temporary staff member

Do you operate and utilise a live bed state system?

No

Has your organisation implemented any centralised or 24 hour bed management process, or have an automatic electronic utilisation data capture solution.

No

If so, which processes or solutions are in use?

N/A

What is the name, job title, and department contact email address of the primary decision maker for change control of the bed state process?

N/A

How many Urgent Care/Emergency Department staff have access to the spine lookup and validation service to verify demographics at the point of patient registration?

Have you audited your coding in the last year?

Yes

If so, what percentage of the records required re-coding or coding re-validation?

Primary diagnoses 6%,

Secondary diagnoses 10.63%

How many e-referrals do you process - per month and year?

Mental Health - c35 a month, 420 per year

Community - c1,418 per month, c17,021 per year

How many ERS bookings are made - per month and year?

As above

How many appointment cancellations are processed - per month and year?

c250 recorded in 2019 (note: not all Trust services are on the system)



Do you have an automated process for updating General Practitioner information changes?

No

If not, how are the updates managed and what is the average delay in the updating process?

GP changes can only be done by the GP - we are unable to make a change at all. The GP makes the change (assigns the client to their practice) and this feeds through to RiO via the NHS Spine, and a member of staff here would then sync the local clinical record to match the change.

How many whole time equivalent team members process incorrectly delivered letters?

Information not held - this is done on a team by team basis

If you have any queries or concerns or are dissatisfied with the service you have received in relation to your request, please do not hesitate to contact us. If you wish to request a review of the decision, you should write to the Information Governance Manager, Julie Lucas via email at julie.xxxxxx@xxx.txt in the first instance. If you remain unsatisfied with the outcome of your review and wish to make a formal complaint, please address this to: Complaints, Oxleas NHS Foundation Trust, Pinewood House, Pinewood Place, Dartford, DA2 7WG - Email: oxl-tr.complaints@nhs.net

In addition if you are not satisfied with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (Telephone: 0303 123 1113 or 01625 545 745 - www.ico.org.uk).

Kind regards,

Paul Bransgrove

Information Governance Officer

E: oxl-tr.FOI@nhs.net

Oxleas NHS Foundation Trust | Bracken House | Bracton Lane | Leyton Cross Road | Dartford | Kent | DA2 7AF

