

Corporate Governance

Our Ref FOI.19.877
Contact us: uhdb.FOI@nhs.net

Tuesday 21 January 2020

Clive Townsend
Request-629282-52f4720f@whatdotheyknow.com

Dear Mr Townsend

Request under Freedom of Information Act 2000

Thank you for your request for information; please find the Trust's response below.

An anonymised copy of this response will be made publically available on the Trust's website.

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Have you audited your coding in the last year? **Yes**

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

200 FCEs	Primary diagnosis	Secondary diagnosis	Primary procedure	Secondary procedure
	(200 audited, 190 correct)	(1062 audited, 1012 correct)	(122 audited, 119 correct)	(247audited, 235 correct)
Jan – Feb 2019	95% correct	95.3% correct	97.5% correct	95.1% correct

How many e-referrals do you process - per month and year? [See attached](#)

How many ERS bookings are made - per month and year? [See attached](#)

How many appointment cancellations are processed - per month and year? [See attached](#)

Do you have an automated process for updating General Practitioner information changes?
[Yes](#)

If not, how are the updates managed and what is the average delay in the updating process? [N/A](#)

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

[The Trust are unable to answer this question because we have just merged 'returned mail' with our other sites. Prior to this, it took Derby an average of 2-4 hours a week to process.](#)

If you have any queries with regard to this matter, please contact me at uhdb.FOI@nhs.net
Please remember to quote your reference number in all communication.

Please note, that the information provided is the property of the University Hospitals of Derby and Burton NHS Foundation Trust, and is subject to intellectual property and database rights. Any commercial application or use of this information may be subject to the provisions of the 're-use of Public Sector Information Regulations 2005'. This means, that if you wish to re-use the information provided for commercial purposes, you must ask the Trust's permission to do so. Should the Trust agree that you can use the information, it could be subject to the issue of a licence which may or may not involve a fee. If you have any questions about this process, please contact us at the email address above.

If you are unhappy with the service you have received in relation to this request, and wish to make a complaint or request a review of our decision, you can either contact me using the email address above, or write to the Chief Executive. Any such requests should be made within 40 working days from the date of this response.

The Chief Executive
University Hospitals of Derby and Burton NHS Foundation Trust
Uttoxeter Road
Derby
DE22 3NE

If you are not content with the outcome of your complaint, you may then apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner's Office cannot make a decision unless you have exhausted the complaints procedure provided by this Trust. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

Jane Haywood
Freedom of Information Officer

University Hospitals of Derby and Burton NHS Foundation Trust