

Information Governance Department  
First Floor, South Wing  
St Thomas' Hospital  
Guy's and St Thomas' NHS Foundation Trust  
Westminster Bridge Road  
London SE1 7EH

Telephone: 020 7188 7525  
Email: [foi@gstt.nhs.uk](mailto:foi@gstt.nhs.uk)

10<sup>th</sup> February, 2020

By email: [request-629170-3f7fbf80@whatdotheyknow.com](mailto:request-629170-3f7fbf80@whatdotheyknow.com)

Dear Sir / Madam

**Re: FREEDOM OF INFORMATION REQUEST: 85302**

Please find below the response to your Freedom of Information request to Guy's and St Thomas' NHS Foundation Trust.

You may re-use this information (except for logos) under the terms of the Open Government Licence<sup>1</sup>. If you would prefer to receive the information in an alternative electronic format, please let us know.

*Please could you provide the following information:*

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

Yes, the Trust audited coding last year.

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

The Trust does not recode errors identified because the data have already been submitted and finalised.  
In terms of HRG (Healthcare Resource Group) error rate from a data sample of 200 FCEs (Finished Consultant Episodes), it's 11.5%.

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

For 2019: 237,147 ERS (e-referrals) appointment bookings were made averaging 19,762 per month (source weekly operational tracking report).

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

For 2019: 237,147 ERS appointment bookings were made averaging 19,762 per month (source weekly operational tracking report).

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

In 2019, 216,509 Hospital and Patient cancellations occurred averaging 18,042 per month.

*Do you have an automated process for updating General Practitioner information changes? If not, how are the updates managed and what is the average delay in the updating process?*

The Trust uses the NHS Spine, so each General Practitioner updates their own record.

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

The Trust does not have a specific department dealing with incorrectly delivered letters. When incorrectly delivered letters are received, they are re-directed to the respective department that produced the letter - to contact the patient.

Please let us know if you require more details or further clarification. You can find out more about the Trust and our publication scheme at our website<sup>2</sup>.

If you are dissatisfied with our response, please use our FOI review process by contacting [foi@gstt.nhs.uk](mailto:foi@gstt.nhs.uk) or writing to:

Deputy Information Governance Manager (FOI Review)  
Information Governance  
1F South Wing  
St Thomas' Hospital  
Westminster Bridge Road  
London SE1 7EH

Please be aware that reviews will not be conducted via public forum, and we will require your name and contact address in order to respond.

If you remain dissatisfied after a review, you have the right under s50 of the Act to apply to the Information Commissioner's Office for a decision. Further details about this and the Act can be found on their website<sup>3</sup>.

Yours faithfully,



Jon Findlay.  
Chief Operating Officer

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<sup>1</sup> Either version 3 or, at your discretion, any later version – <http://www.nationalarchives.gov.uk/doc/open-government-licence/>

<sup>2</sup> <http://www.guysandstthomas.nhs.uk/about-us/publications/foi/freedom-of-information.aspx>

<sup>3</sup> <http://www.ico.org.uk>