

Date: 9 February 2021

Re: Freedom of Information Request
Ref: 14-2021

Thank you for your email dated the 15th January 2021, requesting information in relation to Clinical Coding and patient administration.

The information that you require is as follows:

1. How many staff do you have in your clinical coding department?

There are 5 members of staff within our Clinical Coding Department.

2. How many non-clinical staff are involved in clinical coding?

The only non-clinical staff involved in clinical coding are the 5 members of staff within our Clinical Coding Department.

3. What clinical coding software or automation tool do you use? If 3rd party, please state.

Our clinical coding software is 3M Encoder.

4. If you have a 3rd party providing you with clinical coding service, what is the term of the contract, contract value and start and end dates?

N/A

5. What finance system/s do you use for clinical coding?

Clinical coding is uploaded to the HRG Payment Grouper by the Business Intelligence Team and then it is imported into SLAM (Service Level Agreement Monitoring) software from Civica.

6. Which board Executives are responsible for the clinical coding function, please include names and contact details?

James Thomson – Director of Finance james.thomson4@nhs.net

- 7. How much did the Trust spend on consultancy relating to clinical coding last year?**

There was no Trust spend on consultancy relating to clinical coding last year.

- 8. Is patient administration (appointment bookings, queries, etc) provided in house or a 3rd party?**

Patient administration is provided in house.

- 9. If a 3rd party provides patient administration, please confirm the organisation(s) including the term of the contract, contract value and start and end dates.**

N/A

- 10. How many non-clinical staff are involved in patient administration across the Trust?**

There are 258 non-clinical staff involved in patient administration across the Trust.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>