

Date: 12 September 2018

**Re: Freedom of Information Request**  
**Ref: 185-2018**

Thank you for your email dated 16th August 2018, requesting various information in relation to the status of clinical documentation.

The information that you require is as follows:

**1) What is your turnaround time for patient letters?**

**Average of 4600 patient letters produced per month**

**KPI report for August 2018 shows 71% of letters were typed within 5 working days**

**KPI report for June 2018 shows that 82% of letters were typed within 5 working days**

**2) Within this, what is the length of time it takes for the letter to be typed and also the length of time before the letter is sent out?**

**The average time to type a letter is 35 minutes**

**KPI report for August 2018 shows that, on average, letters were sent in 4.2 days**

**KPI report for June 2018 shows that, on average, letters were sent out in 2.6 days**

**3) What is the production cost to the Trust of these letters annually?**

**Cost of printing/postage: £119,170.20**

It is not possible to quantify the labour cost of producing letters as the Medical Secretaries and Support Secretaries undertake a variety of tasks and spend a varying percentage of their time creating clinical correspondence. However, the Department currently has:

31.4 WTE Band 4 Medical Secretaries paid on A4C pay scales

10 WTE Band 3 Support Secretaries paid on A4C pay scales

**4) What departments/specialties of the Trust are not achieving their turnaround time targets? Can you please provide the number of managers running each department/specialty?**

The Administrative Services Department provides Secretarial Support to Consultant's and their teams. The majority of Consultant's cover more than one tumour type. The majority of Secretaries support two Consultants. As such, individual secretaries and the teams they work within each support a variety of tumour types. Therefore, turnaround times are monitored and managed across the Dept/Secretarial Teams rather than by tumour type.

Turnaround time of clinical letters within the Department is detailed in response to question 1.

1.9 WTE Secretarial Managers oversee the day to day operations in the Department including the production of clinical letters.

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>**