

FOI REF: 24/727

20th December 2024

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- 1. How is waitlist validation carried out in your Trusts? Please select one of the following options: Manually / Semi-automated / Automated.**

Manual and semi-automated.

- a. If your response was semi-automated or automated, which tools do you use? Please specify the types of tools or software used.**

Manually – technical validation undertaken by the validation team and Administrative validation undertaken by Booking teams.

Semi-automated – Limited currently as we explore options with plan to move to automated. Use Patient Knows Best portal.

- 2. How many FTEs currently work on waitlist validation and what band are they? Please specify the number per band.**

8.23 FTE – 7.23 band 4 and 1 band 5.

- 3. How has your FTE count working on waitlist validation increased in the past 2-3 years? Please provide an estimate if you do not have the exact number.**

Slight decrease.

- 4. In the past 12 months, approximately how long has the waitlist validation process taken? Please provide an estimate if you do not have the exact number.**

Validation is ongoing as PTLs grow and patients move on in their pathways.

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5. **What data quality issues have been identified the most frequently as part of the waitlist validation process? Please select those that apply from the list below:**

a. **Decision to admit but no waiting list entry**

We have validation reports that highlight any patients that fall into this category so they can be actioned in a timely manner.

b. **Missing waiting list or pathway information (e.g. due date, intended procedure)**

Intended procedure codes not always used (please note intended procedure text always used).

c. **Patients on an admitted waiting list without an active RTT (Referral to Treatment Pathway) clock**

We have validation reports that highlight any patients that fall into this category so they can be actioned in a timely manner.

d. **Past TCI (To Come In) dates**

No issue.

e. **Potential duplicates**

We have validation reports that highlight any patients that fall into this category so they can be actioned in a timely manner. This is the most frequent data quality issue.

f. **Other - please specify**

Not applicable.

Clarification was sought with regard to Q's 6-9 below and the wording and the terminology "Data linking, and how this links to Q's 1-5. Confirmation was received that you mean the Trust's ability to link patient data across the different departments but also with other health and care organisations e.g. community care, social care, mental health etc. The data linkage questions are not related to the waitlist validation questions (Q1-5).

6. **What are your current approaches to linking data? Please select one of the following options: Manually or semi-automated / Automated**

Manual and semi-automated.

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7. What is the proportion of data linkage that is manual and automated? Please provide an estimate if you do not have the exact number.

We do not hold this information and are therefore unable to provide a meaningful estimate.

a. If automated, what tools are used? Please provide the name of the tools.

DBS (Demographic Batch Service), MSSQL, Plexus, SID, TIE.

b. If manual, what tools are used e.g. R, data bricks? Please provide the name of the tools.

Not applicable.

8. Currently, is the data linking process cumbersome?

No.

9. And does it take away from people's everyday role?

No.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
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