

Ref no: 211200818  
From: Public  
Date: 20.08.2018  
Subject: Clinical Documentation

## REQUEST

Please could you provide me with some information under the Freedom of Information Act, in relation to the status of clinical documentation within the Trust.

- 1) What is your turnaround time for patient letters? 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?
- 2) What is the production cost to the Trust of these letters annually?
- 3) 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?

## RESPONSE

1) What is your turnaround time for patient letters? 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 Trust turnaround time for letters is 14 days from clinic apt to GP / Patient receiving this letter, this is set out as a national CQUIN target.
- The average length of time a letter takes to be typed is approximately 12 minutes, but this is dependent on the speciality and length of dictation

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

- There are approximately 394,974 letters typed. Based on an average of 12 minutes per letter, manpower costs are forecast to be in the region of £1,011m inclusive of printing and paper.

3) 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?

- All departments are currently achieving their turnaround times
- There is one Administration Service Manager for each 1 to 2 specialties.