NHS
University Hospitals Bristol
NHS Foundation Trust

Freedom of Information Request   **Ref: UHB 19-758**

24 December 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

A:

1. How many joiners, movers, and leavers do you process per year?
   For the 12 month period of December 2018 to November 2019 the Trust had 1,805 leavers and 1,690 new starters (both figures exclude bank staff). The Trust is unable to report on 'movers'.

2. How many staff/whole time equivalents manage this process?
   As at 30th November 2019 (finance staff in post figures):
   Resourcing: 20.9 FTE.
   Employee Services & Medical HR: 21.6 FTE.
   Payroll: 18.4 FTE.

3. Do you have an automated system to manage ESR? - No.

4. Do you use a single sign on solution across the organisation to manage the accounts? No.

5. If so, which solution do you have? - N/A.

6. How many people are in your organisation's data quality team?
   The Trust does not have a designated data quality team for ESR.

B:

1. How many staff do you currently employ to undertake RTT validation tasks?
   Two staff members.

2. How many more permanent or temporary staff are expected to be needed over the next 12 months?
   Approximately 3-10 extra staff.

3. How many open RTT pathways do you have currently?
   Approximately 34,500 pathways – we do not disguise between RTT or Non-RTT pathway so this total list size.

4. How many staff do you currently employ to undertake clinical coding validation tasks?
   The Trust does not have a coding "validator" role; validation is usually undertaken by a team manager, trainee trainer, or by one of the qualified coders.
   However, the number of staff in the Clinical Coding team is 33 (32.2 WTE).

5. How many more permanent or temporary staff are expected to be needed over the next 12 months? - None.

6. Do you operate and utilise a live bed state system? - No.

7. Has your organisation implemented any centralised or 24 hour bed management process, or have an automatic electronic utilisation data capture solution. - No.

8. If so, which processes or solutions are in use? - N/A.

9. What is the name, job title, and department contact email address of the primary decision maker for change control of the bed state process?
   Chief operating Officer, Mark Smith (Mark.Smith2@UHBristol.nhs.uk).

10. How many Urgent Care/Emergency Department staff have access to the spine lookup and validation service to verify demographics at the point of patient registration?
    All staff who work in the reception areas.

C:

11. Have you audited your coding in the last year?
    The Trust had an external audit in February 2019 (financial year 2018-19).
    Had a D&A Consultancy Audit in February 2019 focusing on depth of coding and comorbidities. They examined 300 episodes from St. Michaels hospital, Bristol Royal Hospital for Children and Bristol Royal Infirmary. Results below:

Table of coding accuracy

% Diagnoses Coded Correctly		% Procedures Coded Correctly	
Primary	Secondary	Primary	Secondary
90.7	92.5	90.8	84.8

We also have an in-house rotational Trustwide Audit program. An Auditor audits and writes reports for the Divisions in the Trust.

12. If so, what percentage of the records required re-coding or coding re-validation?
    The Trust does not hold this information.

13. How many e-referrals do you process - per month and year?
    Between 1st October 2018 and 30th September 2019: 124,707 an average of 10,000 per month.

14. How many ERS bookings are made - per month and year?
Between 1st October 2018 and 30th September 2019: 108,324 an average of 9,027 per month.

15. How many appointment cancellations are processed - per month and year?
In 18/19 263,302 which is an average of 21,942 per month.

16. Do you have an automated process for updating General Practitioner information changes?
Yes, this is through the PAS system supplier.

17. If not, how are the updates managed and what is the average delay in the updating process?
Through a process that is by agreement with our system supplier. The Trust does not hold information on figures on any updating process delays.

18. How many whole time equivalent team members process incorrectly delivered letters?
This information is not collected by the Trust.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

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

If you are not content with the outcome of the internal 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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information

(such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click here.

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust