

Date: 12/09/2018

FREEDOM OF INFORMATION REQUEST FOI/014327 – Patient letters

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 length of time can vary greatly due to factors such as; case mix, patient urgency, and as such we don't currently have an electronic report that calculates an overall average time, however circa 87% of letters are dictated and completed within 16 days.

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

a Not known, costs are not collated in this manner.

3. What departments/specialties of the Trust are not achieving their turnaround time targets?

The current reporting bases the turnaround time on a range of correspondence including admin letters and letters that are sent to GPs only for information, however the Trust is working with its IT provider to refine reporting.

Can you please provide the number of managers running each department/specialty? –

Please go to the Trust website <http://dudleygroup.nhs.uk/about-us/board-of-directors/> this will show you the Trust Directors. If you look on the left hand side in the Board of Directors section you can find the Directorate structures.