Reference Number:	FOI/2019/508
From:	Private Individual
Date:	18 December 2019
Subject:	Clinical coding; e-referrals and GP updates

Q1   Have you audited your coding in the last year?

A1   Yes

Q2   If so, what percentage of the records required re-coding or coding re-validation?

A2   Audit - 0%
Monthly validations are re-coded if required; percentages are not recorded

Q3   How many e-referrals do you process - per month and year?

A3   Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information published nationally via the NHS Digital website; please use the Trust's code "RBQ" to identify data relating to Liverpool Heart and Chest Hospital: https://digital.nhs.uk/services/e-referral-service/reports-and-statistics/weekly-booking-reports

Q4   How many ERS bookings are made - per month and year?

A4   Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information published nationally via the NHS Digital website; please use the Trust's code "RBQ" to identify data relating to Liverpool Heart and Chest Hospital: https://digital.nhs.uk/services/e-referral-service/reports-and-statistics/weekly-booking-reports

Q5   How many appointment cancellations are processed - per month and year?

A5   For financial year 2018/19 (figures for main LHCH Outpatient Activity (excludes Community):

Cancelled by Hospital   9078
Cancelled by Patient   8870
Total   17,948

Cancellation figures include any appointment that has been cancelled within the PAS system which has already been communicated to the patient. This includes all clinic template amendments which are made throughout the year, irrespective of whether the patient is moved to a corresponding clinic appointment in a new template. As the transaction is a cancellation, it is included within the cancellation rate data, and in the

majority of instances there has been no impact to the patient

Q6   Do you have an automated process for updating General Practitioner information changes?

A6   No

Q7   If not, how are the updates managed and what is the average delay in the updating process?

A7   GP information is updated as when the Trust receives notification that an update is required. Such as when referrals are received or when patients advise of updates or when NHS Digital's National Administrative Codes Services (NACS) provide updated lists.

Average time information is not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q8   How many whole time equivalent team members process incorrectly delivered letters?

A8   Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

This activity forms part of the responsibility of patient administration teams and is not quantified into WTE.