Reference Number: FOI202425/230

From: Other

Date: 29 August 2024

Subject: Contact details for Patients Services, Health Records Manager, the Information Governance Manager

Q1   Please would you provide me with the name and email address of the person who manages the Patients Services, this might be the Health Records Manager, the Information Governance Manager or a Patient Services Manager or Records Services Manager.

I am trying to communicate with those that manage these staff groups:

a. Data Quality
b. Inpatient and Outpatient Booking
c. Health Records
d. Ward Clerks
e. Receptionists
f. Information Governance
g. Disclosure Office/Subject Access Requests

This may be more than one person.

A1   a. Data Quality is managed by Julie Worthington, Data Quality Lead, Julie.Worthington@lhch.nhs.uk

b. Inpatient and Outpatient Booking - Outpatient booking team are managed by Elizabeth Gillard, Patient Access Manager, Elizabeth.Gillard@lhch.nhs.uk. Inpatient bookings are completed by the Medical Secretaries and are managed by Chrissie Cooper, Chrissie.Cooper@lhch.nhs.uk, Karen Rees, Karen.Rees@lhch.nhs.uk and Sophia Desai, Sophia.Desai@lhch.nhs.uk

c. Health Records is managed by Jane Attwood, Health Records Coordinator, Jane.Attwood@lhch.nhs.uk

d. Ward Clerks are managed by the Ward Managers for each individual ward. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'. This information is available on our website: https://www.lhch.nhs.uk/wards-departments

e. Receptionists are managed by Elizabeth Gillard, Patient Access Manager, Elizabeth.Gillard@lhch.nhs.uk

f. Information Governance is managed by Sarah Walker, Information Governance Manager, Sarah.Walker2@lhch.nhs.uk

g. Disclosure Office/Subject Access Requests falls within the remit of our Information Governance Team – see A1f above for details