

## FREEDOM OF INFORMATION

### Disclosure Log – Quarter 1 (April-June 2015)

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**01/15**  
**Agency Nurses and Locum Doctors**

FOI question no. 1 - please can you separately tell me the total amount spent by the Trust on agency nurses and locum doctors during the periods:

April 2013 to March 2014;  
April 2014 to September 2014.

For clarification purposes, an 'agency nurse' or 'locum doctor' is a person who has been introduced to the Trust for hire on a temporary assignment / engagement by an employment business ('agencies'). This is not the same as a flexible worker engaged via bank.

**Answer: The table below represents invoice payments made by the Trust for agency qualified nursing staff only. The date invoices are paid may not necessarily reflect the period they cover.**

	April13- March14	April14-September14
<b>Total Expenditure</b>	<b>£3,324,605</b>	<b>£1,497,459</b>

The table below shows the total spent by the Trust for agency doctors only.

	April13- March14	April14-September14
<b>Total Expenditure</b>	<b>£2,374,004</b>	<b>£1,002,022</b>

FOI question no. 2 - please can you tell me whether your Trust uses agencies who have been awarded a framework for their supply such as those provided by Crown Commercial Services. If yes, please can you tell me the name of the framework used. If no, can you please tell me the percentage spent with any non-framework agencies? Where this information is not readily available, please provide an estimate.

**Answer: For Doctors, our Trust uses agencies on the GPS framework. For Nurses, we use agencies on the HTE Framework and also some agencies outside of the framework.**

**We can confirm that during April13-March14, 72.54% of the total nursing spend was to non-framework agencies and during April14-September14 it was 56.12%.**

**Unfortunately, the non-framework agencies are the most expensive but they were the only agency that could fill our Trust's shifts for a period of time.**

FOI question no. 3 - please can you tell me whether there is a member of your Trust's Board who is accountable for overseeing the use of temporary staff and whether temporary staff usage is regularly discussed at Board meetings. If yes, can you please tell me whether the Board member is a non-executive or an employee of the Trust? If a Trust employee, please can you tell me the role that person has within the Trust.

**Answer: Both our Medical Director and Human Resources Director (both Trust employees) have accountability for locum spend and the issue is regularly discussed at Board meetings.**

FOI question no. 4 - please can you tell me whether your Trust is considering recruiting nurses from overseas in the next 12 months? If yes, can you please confirm the number of nurses and roles your Trust is looking to recruit and the countries you are considering recruiting from.

**Answer: Our Trust plans to recruit 50 Nurses from Italy, Greece and Croatia within the next 12 month.**

**02/15**

### **Admissions and Discharges**

Please can you tell me:

- How many admitted patients (number and %) were admitted within four hours in each month in 2014-15

**Answer: Please see the table below which covers the number of A&E attenders who were admitted. These figures are based on clinical quality indicator selections.**

Month	Number of Admitted Patients	Number of Patients Admitted <u>under</u> 4 hrs	Number of Patients Admitted <u>over</u> 4 hrs	Percentage of Patients Admitted Under 4hrs
<b>Apr 2014</b>	<b>1779</b>	<b>1122</b>	<b>657</b>	<b>63%</b>
<b>May 2014</b>	<b>1714</b>	<b>1117</b>	<b>597</b>	<b>65%</b>

Jun 2014	1724	1079	663	62%
Jul 2014	1869	998	871	53%
Aug 2014	1733	1049	684	60%
Sep 2014	1688	1190	498	70%
Oct 2014	1700	1220	480	72%
Nov 2014	1723	1096	627	64%
Dec 2014	1946	867	1079	45%
Jan 2015	1889	682	1207	36%
Feb 2015	1613	592	1021	37%
Mar 2015	1764	911	853	52%

- How many patients seen and discharged by emergency department clinicians met the four hour target in each month in 2014-15?

**Answer: Please see the table below which covers the number of A&E attenders who were admitted. These figures are based on clinical quality indicator selections.**

Month	Number of Non-Admitted Patients	Number of Non-Admitted Patients (where 4 hr Target was met)	Number of Non-Admitted Patients (where 4 hr target not met)	Percentage of Patients Admitted Under 4hrs
Apr 2014	6513	6209	304	95%
May 2014	6880	6606	274	96%
Jun 2014	6478	6187	291	96%
Jul 2014	6334	6059	275	96%
Aug 2014	5574	5313	261	95%
Sep 2014	5503	5353	150	97%
Oct 2014	4973	4730	213	96%
Nov 2014	4800	4548	252	95%
Dec 2014	4558	4161	397	91%
Jan 2015	4040	3678	362	91%
Feb 2015	3928	3623	305	92%
Mar 2015	4710	4343	367	92%

- How many patients were discharged from wards before 12pm - expressed as a percentage of total discharges in each month in 2014-15

**Answer: The table below shows the percentage of the days discharges that occurred within the first 12 hours of the day.**

Month	% Discharges from 0am to 11:59am
Apr 2014	20.67%

May 2014	21.41%
Jun 2014	20.08%
Jul 2014	20.67%
Aug 2014	17.65%
Sep 2014	19.02%
Oct 2014	16.70%
Nov 2014	19.60%
Dec 2014	19.39%
Jan 2015	18.50%
Feb 2015	19.51%
Mar 2015	18.36%

- How many Medically Fit For Discharge patients were in acute beds in each month in 2014-15 (expressed as % of total beds)

**Answer: Unfortunately, this information is not centrally recorded on our information systems in order to identify this data. We can provide the percentage of delayed discharges for acute beds which is reported to our Trust Management Board on a monthly basis.**

Month	Percentage of Delayed Discharges (Acute Beds)
Apr 2014	0.30%
May 2014	0.23%
Jun 2014	0.36%
Jul 2014	0.36%
Aug 2014	1.28%
Sep 2014	0.78%
Oct 2014	0.81%
Nov 2014	0.80%
Dec 2014	0.40%
Jan 2015	0.31%
Feb 2015	0.75%
Mar 2015	0.36%

**03/15**

**Lines, Minutes, Broadband and WAN**

I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

**Contract 1**

1. Current Fixed Line (Voice Circuits) Provider- Supplier's name, if there is not information available please can you provide further insight into why?

**Answer: BT, Virgin Media**

2. Fixed Line- Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

**Answer: Open contract, no set renewal dates for either Virgin Media or BT. It is planned for review of this during April 2015.**

3. Fixed Line- Contract Duration- the number of years the contract is for each supplier.

**Answer: All line contracts have expired and are just being maintained, as above they are due to be reviewed during April.**

4. Type of Lines- Please can you split the type of lines per each supplier?PSN, Analogue, SIP

**Answer: BT – PSTN and ISDN, Virgin Media – ISDN**

**Basic ACD, VOIP for internal, PSTN for external**

5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

**Answer: Number of users: BT – 600, Virgin Media - 900**

Contract 2

6. Minutes/Landline Provider- Supplier's name (Fixed Voice not Mobiles) if there is not information available please can you provide further insight into why?

**Answer: BT and Virgin Media**

7. Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

**Answer: As above.**

8. Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.

**Answer: Please see below.**

**Annual: BT - £80,000, Virgin Media - £27,000**

**Estimated Monthly: BT - £6,666, Virgin Media - £2250**

9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

**Answer: The contracts have expired and are currently on a rolling month by month basis.**

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

**Answer: 1500**

Contract 3

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?

**Answer: None**

12. Fixed Broadband Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

**Answer: This is not applicable to our organisation.**

13. Fixed Broadband Annual Average Spend- Annual average spend. An estimate or average is acceptable.

**Answer: This is not applicable to our organisation.**

14. VOIP/PBX Installation Date of the organisation's primary telephone system: - please provide day, month and year (month and year is also acceptable).

**Answer: This was installed more than 8 years ago and unfortunately, the exact date of installation is not known so cannot be provided.**

#### Contract 4

15. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

**Answer: Public Sector Network (PSN)**

16. WAN Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

**Answer: 31<sup>st</sup> November 2016**

17. Contract Description: Please can you provide me with a brief description of the contract

**Answer: Communications-Electronics Security Group approved contract via Managed Telecommunications Convergence Framework by the Department of Health.**

18. Number of sites: Please state the number of sites the WAN covers. Approx will do.

**Answer: Approximately 80**

19. WAN Annual Average Spend- Annual average spend. An estimate or average is acceptable.

**Answer: £230,000**

18. Internal Contact: please can you send me there full contact details including contact number and email and job title.

**Answer: Steve Darkes is our Director Informatics who is responsible for this service. His email address is [steve.darkes@walsallhealthcare.nhs.uk](mailto:steve.darkes@walsallhealthcare.nhs.uk) and postal address is; Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS**

#### IMPORTANT

If there is more than one supplier for some of the types of contracts information please can you split each of the contracts for each supplier that provide that service/support. For example Fixed Lines BT, Virgin Media Business

EXAMPLE Supplier	Renewal Date	Contract Duration	Number of Lines
VMB	01/06/2013	1	100
BT	01/09/2013	3	600

If there is more than one contract please can you send me the main contracts?

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be for me to if there are any other service support areas that are included within these contracts.

**Answer: HP – Software Maintenance, BT – Fully Managed**

Managed Service Contract

- Number of Extensions **Answer: HP – 900, BT - 600**
- Type of Lines **Answer: Please see above.**
- Number of Lines **Answer: Please see above.**
- Minutes Landline Monthly Average Spend
- Fixed Broadband Average Annual Spend **Answer: This is not applicable to our organisation.**
- WAN Average Annual Spend **Answer: £230,000**
- Internal Contact: please can you send me there full contact details including contact number and email and job title.

**Answer: Steve Darkes is our Director Informatics who is responsible for this service. His email address is [steve.darkes@walsallhealthcare.nhs.uk](mailto:steve.darkes@walsallhealthcare.nhs.uk) and postal address is; Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS**

If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is no information.

**04/15**

### **YAG Laser Machines**

Under the Freedom of Information Act, please can you answer the following questions:

1. Does the Trust have access to a Holmium:YAG Laser Machine?  
**Answer: Yes**
2. If so, what is the make and model of said machine?  
**Answer: Stonelight Holmium Laser**
3. In what year was the machine purchased?  
**Answer: 2012**
4. How many of these machines does the Trust currently possess?  
**Answer: 1**
5. In what surgical department(s) are these machines used?  
**Answer: Urology**

6. How are these machines currently maintained?

**Answer: 3<sup>rd</sup> party service contract**

7. Does the Trust currently have a Laser Machine service agreement in place?

**Answer: Yes**

**05/15**

### **Senior Management**

Under the Freedom of Information Act, please could you kindly respond to this e-mail providing the information on your senior management structure including the names and contact details for the following members of your management team:

CCO (question withdrawn by requester)

CFO

**Answer: Staff details are withheld below Director level under Section 21 (Personal Information). Ian Baines is the Director accountable for this role.**

**Email Address-** [ian.baines@walsallhealthcare.nhs.uk](mailto:ian.baines@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS

**Telephone Number-**01922 721172

COO

**Answer: Richard Cattell, Chief Operating Officer**

**Email Address-** [richard.cattell@walsallhealthcare.nhs.uk](mailto:richard.cattell@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS

**Telephone Number-**01922 721172

Chief Executive

**Answer: Richard Kirby, Chief Executive**

**Email Address-** [richard.kirby@walsallhealthcare.nhs.uk](mailto:richard.kirby@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS

**Telephone Number-**01922 721172

Director/Head of HR

**Answer: Sue Wakeman, Director of Human Resources**

**Email Address-** [sue.wakeman@walsallhealthcare.nhs.uk](mailto:sue.wakeman@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS

**Telephone Number-**01922 721172

Director/Head of Communications

**Answer: Dawn Clift, Director of Governance**

**Email Address-** [dawn.clift@walsallhealthcare.nhs.uk](mailto:dawn.clift@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS

**Telephone Number-**01922 721172

Director of Business Development

**Answer: Darren Fradgley, Director of Transformation and Strategy**

**Email Address-** [darren.fradgley@walsallhealthcare.nhs.uk](mailto:darren.fradgley@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS

**Telephone Number-**01922 721172

Director of Quality and Commissioning

**Answer: Commissioning would come under Darren Fradgley, Director of Transformation and Strategy**

**Email Address-** [darren.fradgley@walsallhealthcare.nhs.uk](mailto:darren.fradgley@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall,WS2 9PS

**Telephone Number-**01922 721172

Quality comes under Kathryn Halford, our Director of Nursing (in terms of Nursing) and Amir Khan, our Medical Director (in terms of Medics).

**Email Addresses-** [kathryn.halford@walsallhealthcare.nhs.uk](mailto:kathryn.halford@walsallhealthcare.nhs.uk) and

[amir.khan@walsallhealthcare.nhs.uk](mailto:amir.khan@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall,WS2 9PS

**Telephone Number-**01922 721172

Director of Commissioning

**Answer: As above**

Director of Performance and Planning

**Answer: Ian Baines, is the Director of Finance & Performance**

**Email Address-** [ian.baines@walsallhealthcare.nhs.uk](mailto:ian.baines@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall,WS2 9PS

**Telephone Number-**01922 721172

**Answer: Planning would come under Darren Fradgley, Director of Transformation and Strategy**

**Email Address-** [darren.fradgley@walsallhealthcare.nhs.uk](mailto:darren.fradgley@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall,WS2 9PS

**Telephone Number-**01922 721172

Director of Primary Care

**Answer: We do not have anyone with his role employed by our Trust.**

Director of Finance

**Answer: Ian Baines, Director of Finance & Performance**

**Email Address-** [ian.baines@walsallhealthcare.nhs.uk](mailto:ian.baines@walsallhealthcare.nhs.uk)

**Postal Address-**Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall,WS2 9PS

**Telephone Number-**01922 721172

**06/15**

**Alcohol Related Liver Disease**

How old is the youngest patient to be treated in the past three years for an alcohol-related liver disease or disorder?

**Answer: The youngest patient to be treated for alcohol-related liver disease during this time period was 30 years old.**

07/15

## Myeloma Services

### Home care

- What type and scope of home care services are currently used to assist the treatment/management of myeloma patients?  
**Answer: At the moment, our Trust does not offer home care services to assist the treatment/management of myeloma patients.**
- Which drugs do they deliver to myeloma patient's homes?  
**Answer: This is not applicable to our organisation.**
- What other out-reach services do they offer myeloma patients?  
**Answer: This is not applicable to our organisation.**
- What are the contractual arrangements you have for home care services e.g. does the hospital sub-contract to a community Trust or private provider?  
**Answer: This is not applicable to our organisation.**

### Guidelines for Myeloma

- In addition to myeloma guidance provide by NICE, can you please send a copy of the Trusts myeloma guidelines used by your MDT.  
**Answer: Our MDT follows the guidelines developed by The British Committee for Standards in Haematology (BCSH). A copy of the guidelines is exempt under Section 21 (Information available by other means) as this can be accessed directly from the BCSH website. A link to the site is below;**  
  
[http://www.bcsguidelines.com/4\\_HAEMATOLOGY\\_GUIDELINES.html](http://www.bcsguidelines.com/4_HAEMATOLOGY_GUIDELINES.html)
- Who developed these guidelines; the cancer network, your local MDT or your hospital etc.?  
**Answer: These guidelines were developed by the BCSH.**

### Myeloma treatment centres

- Do you recognise this designation for myeloma services; Level 1 - nearly all chemotherapy treatment, Level 2 - more specialist in-patient chemotherapy treatment, Level 3 – Autologous Stem Cell Transplantation (STC), Level 4 – Auto and Allogeneic SCT.  
**Answer: Yes**
- Which level of service do you offer?  
**Answer: Level 1**
- If you don't use this designation system, how do you classify the different service levels?  
**Answer: This is not applicable to our organisation.**
- Are there any plans to change the designation system, if yes, could you please explain what this might be?  
**Answer: No**
- Does a change in chemotherapy regimen influence the level centre the patient is managed by?

**Answer: Patients are referred to New Cross Hospital under The Royal Wolverhampton NHS Trust for level 2 treatment.**

- What are the triggers for a myeloma patient to be referred to a level 3 or 4 centre?

**Answer: If patients require STC.**

- What spare capacity do you current have in your chemotherapy clinics

**Answer: All of our clinics are full. Please note that we do not have separate clinics specifically for chemotherapy patients.**

### Patients

- Do you use new digital health technology, e.g. smart phone apps, sharing electronic records etc. to help empower patients with myeloma?

**Answer: No**

- If yes, please describe the service you offer patients

**Answer: This is not applicable to our organisation.**

### Stem Cell Transplantation

- Are there any further plans to further centralise the provision of SCT if so, could you please provide details on what is being proposed.

**Answer: There are no plans to do this at the moment.**

- Are there any plans to centralise the treatment of chemotherapy. If so, could you please provide the details on what is being proposed

**Answer: As our Trust does not provide SCT treatment, there are no plans to do this at the moment as we refer patients to the SCT Centres.**

### Drugs

- Please describe any current, active Patient Access Schemes used to access myeloma drugs.

**Answer: We currently have two patient access schemes for myeloma patients. Lenalidomide and Bortezomib for multiple myeloma.**

- Can you please confirm if this table accurately lists the source of funding for each of the drugs used in your hospital? Please correct according to your pharmacy Tariff/records

**Answer: Yes, the table below correctly confirms the correct source of funding for each drug.**

Therapy	Funding route in England
Bortezomib	CDF for agreed indications and Specialised Commissioning for others?
Cyclophosphamide	Specialised Commissioning

Dexamethasone	Specialised Commissioning
Lenalinomide	Now moved from CDF to specialist commissioning
Thalidomide	Specialised Commissioning
Pomalidamide	CDF
Bendamustine	CDF

**08/15**

**Ritalin and Modafinil**

How many patients have been admitted to hospital AND/OR required medical attention after taking:

- i) Ritalin
- ii) Modafinil

I would like the figures for:

- 2011
- 2012
- 2013
- 2014
- 2015 (so far)

Please include how many of these patients were under 18 (broken down by age).

**Answer: Unfortunately, there is not a specific code for either of these drugs on our clinical coding system to identify this information. Patients admitted with this condition are categorised under a code for ‘other and unspecified drugs, medicaments and biological substances’. This covers a huge range of other drugs and it is not possible to break data down by drug type/name**

**009/15**

**Agency Staffing**

This is a Freedom of Information request regarding the amount of money spent on nursing shifts from outside agencies.

How many nursing shifts (for nurses of any grade) have you needed to cover with agency staff from 31<sup>st</sup> March 2014, to 31<sup>st</sup> March 2015?

**Answer: As of the 21<sup>st</sup> April 2015, we can confirm that 11,689 nursing shifts have been covered by agency staff.**

How much did you spend in total on agency staff between 31<sup>st</sup> March 2014 and 31<sup>st</sup> March 2015?

**Answer: We can confirm that our Trust spent £4,119,566 on agency nursing staff during this period.**

Did you use Medacs Healthcare plc to provide temporary nursing cover from 31<sup>st</sup> March 2014 to 31<sup>st</sup> March 2015, and if so how much did you pay them in total?

**Answer: Yes, our organisation did use this company to provide temporary nursing cover during this time period. We can confirm that our Trust paid £448,800 to Medacs Healthcare plc during this time period for both agency Nurses and Medics.**

Did you use Mayday Healthcare plc to provide temporary nursing cover from 31<sup>st</sup> March 2014 to 31<sup>st</sup> March 2015, and if so how much did you pay them in total?

**Answer: Yes, our organisation did use this company to provide temporary nursing cover during this time period. We can confirm that our Trust paid £8,674 to Mayday Healthcare plc during this time period for agency Nurses.**

Did you use Imperial Medical Staffing to provide temporary nursing cover from 31<sup>st</sup> March 2014 to 31<sup>st</sup> March 2015, and if so how much did you pay them in total?

**Answer: Yes, our organisation did use this company to provide temporary nursing cover during this time period. We can confirm that our Trust paid £68,903 to Imperial Medical Staffing during this time period for agency Nurses.**

Did you use Thornbury Nursing Services to provide temporary nursing cover from 31<sup>st</sup> March 2014 to 31<sup>st</sup> March 2015, and if so how much did you pay them in total?

**Answer: Yes, our organisation did use this company to provide temporary nursing cover during this time period. We can confirm that our Trust paid £907,296 to Thornbury Nursing Services during this time period for agency Nurses.**

From 31<sup>st</sup> March 2014 to 31<sup>st</sup> March 2015, what is the highest day rate you have paid for an agency nurse shift and to which agency was this paid?

**Answer: During this time period, the highest day rate our organisation paid was £61.95 per hour for an agency Nurse day shift and this was to Thornbury Nursing Services. This is the standard weekday rate, bank holiday rates have been excluded.**

Are there any duties that an agency nurse would not be allowed to carry out that a staff nurse of the same rank would be?

**Answer: We can confirm that agency Nurses are not allowed to administer insulin to our patients.**

Do you have any policy to reduce your reliance on nursing agency cover in the future, and if so why?

**Answer: Our organisation is working on reducing reliance on nursing agency cover in relation to cost and standard of patient care.**

**010/15**

**Software licenses**

I would like to ask

Q1. Do you look after your own IT or is it outsourced?

**Answer: It is managed by internal IT Services.**

Q2. How much did you pay in last financial year for software licenses?

**Answer: Unfortunately, we are not able to separate software license costs from maintenance costs as many of these are invoiced together. We can confirm that total**

**spend on software maintenance and license during financial year 2014/15 was £1,100,000.**

Q3. How many computers users do you have?

**Answer: circa 5000**

Q4. When do you need to renew the contract with Microsoft for software licenses? What was the value of your last contract per year?

**Answer: The contract expiry date is 1<sup>st</sup> July 2015. Please see the answer to question 2 above in relation to contract value last year.**

Q5. Do you currently measure software usage versus the number of licenses purchased? If so what is used for software usage metering?

**Answer: This is not applicable to our organisation.**

Q6. Do you use a software asset management tool?

**Answer: Yes, SCCM and Discovery.**

Q7. Please also provide details of IT Contracts Managers and any person(s) involved in IT Software procurement.

**Answer: Staff details are withheld below Director level under Section 40 (Personal Information). The Director responsible for this service is Steve Darkes, Director of Informatics. His email address is [steve.darkes@walsallhealthcare.nhs.uk](mailto:steve.darkes@walsallhealthcare.nhs.uk) or telephone number is 01922 721172.**

**011/15**

**CNST Payments**

I would like to make a request under the Freedom of Information Act.

The latest NHS Litigation Authority data for 2013/14 shows figures for three payments paid under the Clinical Negligence Scheme for Trusts (CNST) in 2013/14.

For CNST, they are:

- Defence costs (i.e. the fees for the trust's lawyers)
- Claimant costs (i.e. the fees met by the trust for the claimant's legal fees)
- Damages

Please would you tell me:

1. The top five law firms paid by your trust in defence costs by total amount in 2013/14 and 2014/15. Please total together all payments for each year into one figure for each firm, and supply me with the top five. That should leave two figures, one for each financial year.

**Answer: As the National Health Service Litigations Authority (NHSLA) make these payments on our Trust's behalf, we recommend that you contact them directly for this information. Their Freedom of Information Office can be contacted via email address; [foi@nhsla.com](mailto:foi@nhsla.com) or postal address; Freedom of Information Office, NHS Litigation Authority, 2<sup>nd</sup> Floor, 151 Buckingham Palace Road, London, SW1W 9SW.**

2. The top five law firms paid by your trust in claimant costs by total amount in 2013/14 and 2014/15. As with question one, please total together all payments that year into one figure

for each firm, and supply me with the top five. That should leave two figures, one for each financial year.

**Answer: Please see the answer above.**

If you require clarification of any part of this request, please let me know. I would prefer the data to be supplied in soft copy .xls format. I would be grateful for an acknowledgment of this request.

**012/15**

### **Management Consultants**

Please can you tell me how much the trust has spent on management consultants each year over the past 10 years

**Answer: We can only provide the total paid to Management Consultant Services Companies within the last eight years from our invoice payment system. Please see the table below.**

<b>Financial Year</b>	<b>Spend (£)</b>
<b>2014/15</b>	<b>2,794,864</b>
<b>2013/14</b>	<b>1,390,277</b>
<b>2012/13</b>	<b>1,589,116</b>
<b>2011/12</b>	<b>583,557</b>
<b>2010/11</b>	<b>740,398</b>
<b>2009/10</b>	<b>908,790</b>
<b>2008/09</b>	<b>2,245,174</b>
<b>2007/08</b>	<b>722,134</b>

**013/15**

### **Private Patient Income**

Could you provide me with the following information:

- 1) a) What was your Trust's total income from private treatment services, self-funded services, or any other service financed in full or in part by the patient in...
  - i) the financial year 2012/13 **Answer: £22,179**
  - ii) the financial year 2013/14 **Answer: £13,713.70**
  - iii) the financial year 2014/15? **Answer: £11,070.05**
- b) What was the Trust's total income in
  - i) 2012/13 **Answer: £228,409,000**
  - ii) 2013/14 **Answer: £237,049,000**
  - iii) 2014/15? **Answer: £239,491,000**
- c) What percentage of the Trust's total income was derived from the services described in (1) in
  - i) 2012/13 **Answer: 0.0097%**
  - ii) 2013/14 **Answer: 0.0058%**
  - iii) 2014/15? **Answer: 0.0049%**

- 2) Has your Trust introduced new private, self-funded, or other patient financed services in the financial year 2014/15 (ie. services which were not available on this basis prior to 2014/15)?

a) If so could you specify which services?

**Answer: We can confirm that no treatments or procedures have been added to the list of services for private patients since April 2014.**

- 3) Does your Trust plan to introduce new private, self-funded or other patient financed services in the financial year 2015/16?

a) If so could you specify which services?

**Answer: Our Trust does not plan to introduce any new private, self-funded or other patient financed services during this period.**

**014/15**

### **Maternity Charges**

Could you provide me with the following information.

- 1) How many women were charged for maternity treatment by the Trust in 2013/14 and 2014/15?

**Answer: 0**

- 2) How many women were charged for emergency maternity treatment by the Trust in 2013/14 and 2014/15?

**Answer: 0**

- 3) What was the Trust's income from charges for maternity treatment in 2013/14 and 2014/15?

**Answer: 0**

- 4) What was the Trust's income from charges for emergency maternity treatment in 2013/14 and 2014/15?

**Answer: 0**

- 5) Were any women charged for maternity treatment by the Trust despite the death of the baby in the perinatal period?

**Answer: 0**

a. If yes, how many and what was the income from these charges?

**Answer: This is not applicable to our organisation.**

- 6) Could the Trust provide a brief explanation of the circumstances in which a patient may be charged for maternity services?

**Answer: If they are referred as a private patient or classified as an overseas visitor.**

**015/15**

### **IT Department**

The questions we are looking to answer are:

1. What is the name of your organisation?

**Answer: Walsall Healthcare NHS Trust**

2. Approximately how many staff does the IT department support?

**Answer: circa 5000**

3. How many user devices does the IT department support?

**Answer: 4850**

4. How many servers and infrastructure devices does the IT department support?  
**Answer: 106 physical servers on/off site**
  
5. How many WTE 1<sup>st</sup> line support staff does the IT Department have?  
**Answer: This is exempt under Section 21 (Information available by other means). Please see the structural chart for Informatics on our Trust website.**  
  
**The link to the page is below;**  
  
<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>
  
6. How many WTE 2<sup>nd</sup> line support staff does the IT Department have?  
**Answer: This is exempt under Section 21 (Information available by other means). Please see the structural chart for Informatics on our Trust website.**  
  
**The link to the page is below;**  
  
<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>
  
7. How many WTE 3<sup>rd</sup> line support staff does the IT Department have?  
**Answer: This is exempt under Section 21 (Information available by other means). Please see the structural chart for Informatics on our Trust website.**  
  
**The link to the page is below;**  
  
<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>
  
8. How many WTE staff are there within the IT Department on a band 8 or higher?  
**Answer: 10**
  
9. Does your organisation have a formally appointed Information Security Officer or similar role?  
**Answer: This is not applicable to our organisation.**

**016/15  
Private Patients**

I am making this request under the Freedom of Information Act. Please could you tell me the following:

1. Does the Trust have facilities for private patients? If it does, then please stipulate the name of the unit or units and when it/ they opened.  
**Answer: We can confirm that no exclusive facilities are used specifically for private patients.**
  
2. Please state how much income was generated from private patients in (a) the financial year 2009/10, (b) 2013/14 and (c) 2014/5.  
**Answer: Please see below.**

<b>2009/10</b>	<b>£53,818.55</b>
<b>2013/14</b>	<b>£13,713.70</b>
<b>2014/15</b>	<b>£11,070.05</b>

2. Please state what operations and procedures are available to private patients and, for each operation / procedure, the sum charged. For example, North Devon Healthcare NHS Trust provides a list here: <http://www.northdevonhealth.nhs.uk/private-patients/charges-and-fees/> If such a list is publicly available to view online then please direct me to the URL.

**Answer: The Trust does not have a price list for private patients which lists set tariffs for procedures. In principle the Trust could provide private patients with any of the hundreds of elective procedures which medium sized non specialist hospitals carry out . We actually treat very few private inpatients as most Surgeons undertake their private work elsewhere. If we did undertake the operation privately, the total charge would be made up of an element for length of stay and an element for time in theatre. These costs are shown below.**

The cost of an inpatient stay on a ward is £345 per day.  
Theatre costs depend on the length of the operation. Please see the table below.

Time of Operation	Cost £
Operations lasting up to 30 minutes	629
Operations lasting over 30 and up to 60 minutes	1181
Operations lasting over 60 and up to 120 minutes	2186
Operations lasting longer than 120 minutes	2990

In addition, some very expensive high cost medical supplies (e.g. hip or knee prostheses) might be charged separately according to actual cost.

017/15

#### Lucentis, Eylea and Avastian Intravitreal Injections

We would like to obtain data regarding the number and costs for Lucentis, Eylea and Avastin intravitreal injections in your trust in January 2015

**Answer: We can confirm that we do not use these injections at our Trust.**

018/15

#### Provision of Ophthalmology

1) Has the Trust paid any supplier or party to deliver clinical ophthalmology services on behalf of the Trust, which are or have been recorded as the Trust's own NHS activity for the following period?

PERIOD	YES	NO
1 <sup>st</sup> April 2014 – 31 <sup>st</sup> March 2015		<input checked="" type="checkbox"/>

2) For this period, please provide a list of parties the Trust has paid:

	1 <sup>st</sup> April 2014 – 31 <sup>st</sup> March 2015
1	
2	

3	
4	
5	
6	
7	
8	
9	
10	

(Please add additional rows if needed)

**Answer: This is not applicable to our organisation.**

3) Has the Trust received payment for the supply of Trust employees who deliver clinical ophthalmology services on behalf of another NHS organisation, which are not or have not been recorded as the Trust's own activity for this period?

PERIOD	YES	NO
1 <sup>st</sup> April 2014 – 31 <sup>st</sup> March 2015		<input checked="" type="checkbox"/>

4) For this period, please provide a list of parties that the Trust has received payment from:

	1 <sup>st</sup> April 2014 – 31 <sup>st</sup> March 2015
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

(Please add additional rows if needed)

**Answer: This is not applicable to our organisation.**

**019/15**

**Staff Overpayments**

Could you please provide the total figures for your trust for the financial years 2013/2014 and 2014/2015 in the following areas :-

•The total recorded value of salary overpayments made to the Trust's employees

**Answer: Please see below.**

**2013/14            £83,419.38**  
**2014/15            £79,175.54**

•The total amount of salary overpayments made to staff, that have been recovered and time to recover these overpayments

**Answer: Please see the tables below.**

2013/14	
Time Taken to Recover Overpayment	Amount Recovered
1 month	£3,444.89
2 months	£2,665.23
3 months	£2,247.90
4 months	£4,528.56
5 months	£590.25
6 months	£986.35
7 months	£450.60
8 months	£1,256.58
9 months	£3,952.34
10 months	£1,353.61
11 months	£5,593.24
12 months	£2,453.12

2014/15	
Time Taken to Recover Overpayment	Amount Recovered
1 month	£5,416.25
2 months	£8,285.54
3 months	£4,469.58
4 months	£961.26
5 months	£2,296.00
6 months	£4,041.05
7 months	£1,294.14
8 months	£514.00
9 months	£3,092.35
10 months	£6,235.42
11 months	£8,754.58
12 months	£3,375.24

•The total amount of overpayments made to staff not recovered  
**Answer: The total amount of outstanding overpayments made to staff as at the close of financial years 2013 and 2014 are as detailed below;**

2013/14      £53,896.71 (as at 31<sup>st</sup> March 2014)  
2014/15      £30,440.13 (as at 31<sup>st</sup> March 2015)

**The Trust actively pursues any overpayments made to staff.**

I would like the above information to be provided to me as an electronic copy.

**020/15**  
**HR Department Structural Chart**

I would like to FOI request the structure chart for the HR department in the Walsall Healthcare NHS Trust

**Answer: This is exempt under Section 21 (Information available by other means). The structural chart can be accessed via our Trust website.**

**A link to the relevant page is below;**

<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>

**021/15**  
**Medication Safety Officer**

Please could you answer the questions below about your Trust's Medication Safety Officer?

1. In accordance with the above patient safety alert, has your Trust identified a Medication Safety Officer?

**Answer: Yes, we do employ a Medication Safety Officer in accordance with the NPSA guidance.**

2. If no, why?

**Answer: This is not applicable.**

3. If yes, please could you provide their:

- a. Title

**Answer: Staff details below Director level are withheld under Section 21 (Personal Information). The Executive Director with overall responsibility for this role is our Medical Director, Mr Amir Khan.**

- b. Full name (first name and surname)

**Answer: Mr Amir Khan**

- c. Job title (aside from Medication Safety Officer)

**Answer: Medical Director**

- d. Email address

**Answer: amir.khan@walsallhealthcare.nhs.uk**

- e. Postal address

**Answer: Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS**

- f. Contact number

**Answer: 01922 721172**

**022/15**  
**Department Structural Charts**

I would like to FOI request structure charts for the following departments in the Walsall Healthcare NHS Trust:

- Medical Staffing / Medical Workforce
- Learning and Development
- Organisational Development
- Workforce / ESR
- Employee Relations
- Recruitment
- Communications and Engagement

**Answer: The structure of these departments is detailed within our Human Resources structural chart which is available on our Trust website. Our Communications and Marketing structural chart can also be accessed on the website. This is exempt under Section 21 (Information available by other means). The structural chart can be accessed via our Trust website.**

**A link to the relevant page is below;**

<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>

**023/15**

**Legal Spend**

**Answer: Please note that this information was emailed to you previously under our FOI reference number; 487/14 on the 30<sup>th</sup> March 2015.**

I am distributing a freedom of information request to hopefully receive the following information from you:

- What does your organisation spend on legal fees e.g. external legal advice and what is the breakdown of fees and expenses  
**Answer: We can confirm that during the 2013/14 financial year, our Trust spent £39,990 on legal fees. To date in 2014/15 financial year, our Trust has spent £53,362. Unfortunately, a breakdown of this spend is not available on our systems.**
- What is the breakdown of spend e.g. what percentage of work is completed on an hourly rate basis, capped fee, fixed fee etc.  
**Answer: This data is not recorded on our systems in order to provide you with this information.**
- Who in your organisation is responsible for managing external legal spend  
**Answer: Our Director of Governance.**
- What controls do you have in place to manage external legal counsel spend  
**Answer: Overall rates are agreed at outset of commissioner.**
- Do you use any of the eBilling (also known as Enterprise Legal Management or Legal Spend Management) tools (e.g. Serengetti, Mitratach, CT Tymatrix, Datacert etc.) available in the market to manage your legal spend – if yes what are you currently paying for this system and does the vendor charge your firms to use the same  
**Answer: No**
- Do you use a matter management system and if yes how much do you pay for the system

**Answer: No**

- How do you decide if work is completed internally or by external counsel  
**Answer: On a case by case basis.**
- What performance management do you complete with your external legal counsel to ensure you are receiving value for money  
**Answer: Annual Review.**
- What is the breakdown of spend e.g. % of time billed by partner, by senior associate, junior associate, trainee and paralegals etc.  
**Answer: This data is not recorded on our systems in order to provide you with this information.**
- What is the breakdown of your legal spend by location e.g. how much work is performed in London, Manchester, Birmingham, Edinburgh, Glasgow, Cardiff, Belfast etc.  
**Answer: This data is not recorded on our systems in order to provide you with this information.**
- How do you measure what value added services law firms provide to you (e.g. free advice, free training, free secondees etc.)  
**Answer: An element of free training is included and agreed at the Annual Review.**
- Do you use external consultants to advice on how to manage your legal spend more effectively. If yes, who and what have you spent with them in the last 12 months  
**Answer: No**

**024/15**

### **Staff and Agency Data**

Under the freedom of information act 2000, I am writing to formally request the following information:

1. Staff Numbers (Average over the whole year or the count on Monday, March 31st 2014)
2. Staff Cost
3. Agency Hours
4. Agency Spend

I would greatly appreciate it if you could supply this information for the year 2013/14 (April '13 to March '14). Also, if it can be split into the major categories highlighted in the table below and also attached to this e-mail that would be great. This will be very valuable information towards my ongoing research.

2013/14 (April '13 - March '14)

1	Staff Numbers	Number (Headcount)
	Medical Staff	387
	Dental Staff	7
	Admin. & Estates	1407
	Healthcare Assistants / Other Support Staff	731
	Nursing, Midwifery & Health Visiting Staff	1265
	Nursing, Midwifery & Health Visiting Learners	0
	Scientific, Therapeutic & Technical Staff	468
	Social Care Staff	0
	Ambulance Staff	0
	Other Staff	35
	<b>TOTAL EMPLOYEES</b>	<b>4300</b>

2	Staff Cost	in £'000
	<b>TOTAL STAFF COSTS - ALL STAFF</b>	<b>143,118,234 (excl temporary staffing)</b>

The figures within the table below have been identified from the Temporary Staffing Booking System as of 27<sup>th</sup> April 2015. Unfortunately, our system records shifts rather than hours.

3	Agency hours	in hours
	Medical	Circa 24500
	Dental	0
	Nursing	Qualified Nurses - 9717 shifts
	Scientific, Therapeutic & Technical	Allied Health Professionals - 1641 shifts
	Admin. & Clerical	0
	Healthcare Assistants / Other Support	Clinical Support Workers - 8888 shifts
	Maintenance	0
	Ambulance	0
	Other	0
	<b>TOTAL AGENCY HOURS</b>	<b>44746</b>

4	Agency spend	in £'000
	Medical	2,309,766
	Dental	0
	Nursing	3,334,906
	Scientific, Therapeutic & Technical	356,098
	Admin. & Clerical	220,189
	Healthcare Assistants / Other Support	1,665,444 (healthcare assistants, ancillary & PAMS)
	Maintenance	0
	Ambulance	0
	Other	409,355 (Senior Managers & Other Roles)

	TOTAL AGENCY SPEND	8,295,758
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Could you please also confirm if you use a direct engagement model within your trust?

Direct engagement model means the Trust pays agency staff directly and then pays the agency commission separately. The alternative to this is to pay the agency a lump sum for any work done by agency staff and the Agency in turn pays their own staff.

**Answer: We do not use a direct engagement model at our Trust. We pay the agency for the shift in full and then they pay their workers.**

**025/15**

**Weight of Babies and Children**

I'd like to submit a request, under the Freedom of Information act, for information on the following data:

- The number of babies, weighing more than 9lbs, when they were born at hospitals within the NHS trust, broken down by birth weight

**Answer: Our system does not record weight in terms of lbs, so the tables below detail liveborns with a weight over 4082grams.**

Year	Sum of counts
Year 2010	248
Year 2011	311
Year 2012	298
Year 2013	271
Year 2014	283
<b>Grand Total</b>	<b>1411</b>

Baby weight	Year 2010	Year 2011	Year 2012	Year 2013	Year 2014
4085	1	9	5	5	2
4090	4	4	4	4	7
4095	2	2		4	2
4100	8	11	14	13	21
4105	3	4	2	5	3
4110	5	6	10	7	3
4115	1	3	6	4	3
4120	3	12	5	6	4
4125	4	9	6	2	1
4130	3	11	2	3	3
4135	1	1	5	1	3

4140	5	3	6	5	6
4145	2			3	2
4150	3	8	10	12	11
4155	2	3	2	1	1
4160	3	5	10	3	6
4165	1	3	1	2	
4170	2	5	2	2	1
4175	4	4	5	2	5
4180	2	6	3	4	4
4182				1	
4185	1	3	3	3	
4190	5	3	4	4	4
4195	3	2	1	2	4
4196		1			1
4200	3	13	8	6	10
4202				1	
4205	2	1	2	3	3
4210	2	5	2	3	2
4215	2	1	2		
4220	5	3	2		4
4225	2	4	2	3	2
4230	6	5	5	2	1
4235	2	1		1	1
4240	7	1	4	3	4
4245	2	2	1	2	6
4250	4	4	5	6	7
4252				1	
4255	3		7	2	
4260	6	3	6	2	3
4265		1	2	2	3
4267		1			
4270	2	2	3	3	3
4275	2		3		3
4280	2	4	4	4	5
4285	1	4	1	2	5
4286		1			
4290	4	4		3	
4295		1	1	2	1
4300	2	4	4	9	10
4305	2	4	2	2	
4309	1				
4310	3	5	3		1
4315	1	1	1		1

4320	1	4	1	1	3
4325	1		1		
4330	7	3	3		7
4335	1	4	1	1	
4340	3	1	6	1	2
4341		1			
4345	1	2	2	2	
4350	5	2	6	6	1
4355			1	2	1
4360	2	5	2	3	3
4365	3	2	1	2	
4366		1			1
4370	1	2		2	1
4375		1	3	2	
4379		1			
4380		4	2	1	2
4381		1			
4385	1	1		2	3
4390	4	1	2	2	1
4395	2	3		1	
4400	5	5	4	5	6
4405	2	1			
4410	3	1	1		
4414					1
4415	1	3	2		
4420	2	3	2	4	3
4425	1	2	1	3	3
4430	1	1	1	1	2
4435		1	1		
4440		1	2		
4445	2	3	2	1	
4450	2	3		3	
4455		2	2		1
4460	2	2	4	2	5
4465	1		2		
4470		2	2	2	1
4475			1		
4480				5	2
4485		1	1		
4490	3				
4495	1		1		
4500	2	1	2	3	4
4505			1	2	1

4510	1	3	2		
4515			1	1	2
4520	1	1	1	1	2
4525	1	2			
4530	1			6	2
4540	3	1	1		1
4545		1	1		2
4550		4	2	3	3
4555	2				
4560	1		1		
4565		2	3		1
4570	1	1		2	
4575	1		1	1	
4580		3	1	1	1
4585		1		2	
4590				1	
4595		1	1		1
4600	3		5	3	4
4605			1	1	
4610	1	1	2	1	
4620	2	1	1	1	1
4625					1
4630	1	2	1		1
4635	1	1			
4640	1	1			2
4645					1
4650		1	1	2	3
4655	1		1	1	1
4660			1	1	1
4665		1	2		1
4670			2		
4675	1				2
4680	2	1	3	1	
4685	2	1	1	1	
4690			1		1
4700	1		2	1	1
4705	1	1			1
4715	3		1		
4720	2		1		
4725		1	1		
4730	1		1		
4735			2		
4740	1			1	

4745	2				
4750	3			2	1
4755					1
4760		2			
4765					1
4770					1
4775	1				
4780			1		
4790	1	2		1	
4795			1		
4800	1	1		3	1
4805				1	
4808	1				
4811					1
4815			1		
4820	1		1	2	
4830		1			
4845					2
4850			1		1
4860			2		
4880				1	2
4885	1				
4900	2	1		1	3
4905			2		
4930					1
4940				2	
4950	1				
4955		1			
4960	1				
4965		1			
4970			1		
4980		1		1	
4985				1	
5000					1
5040				1	
5046			1		
5050			1		
5060		1			
5070		1			1
5080					1
5100	1		1	1	
5105		1			
5155				1	

5180			1		
5185					1
5230		1			
5280				1	
5325	1				
5420	1				
5530					1
5680					1

- The number of children admitted to trust hospitals where obesity is mentioned as a factor, broken down by their age

**Answer: Unfortunately, we are not able to define contributory factors to a patient's admission on our system. We can identify inpatient admissions where obesity was coded ie. the patient had obesity. Please note though that this does not necessarily mean that obesity is related to/causative of the current condition the patient was admitted for.**

**Please also note that patients could be duplicated if they were admitted more than once. This could also be under different ages if they were admitted within different years.**

Age	2010	2011	2012	2013	2014
3	-	1	-	-	-
7	2	-	-	1	-
8	-	-	-	1	-
9	1	-	-	-	-
11	2	-	-	1	-
12	-	2	-	1	-
13	1	1	1	1	-
14	1	1	-	-	-
15	-	4	1	1	2
16	3	1	2	-	1
17	3	4	5	3	1
18	17	13	5	2	1

I would like to request this information for all hospitals in the NHS trust from 2010-2014.

026/15

### Confidentiality Agreements

I'd like to submit a request, under the Freedom of Information act, for information on the following data:

- The number of confidentiality clauses agreed in severance deals for trust staff from 2010-2014

**Answer: We have presumed this question relates to the number of severance deals agreed which contain confidentiality clauses rather than the number of confidentiality clauses within the agreements. Although the agreements contain a section on confidentiality, they relate to employees not passing on confidential information/data they have come in contact with whilst working for the Trust and does not prevent the employee from disclosing information which is in the public interest (whistleblowing).**

2010	0
2011	14
2012	12
2013	17
2014	18

- The total amount of financial compensation paid to former employees as part of the confidentiality clauses from 2010-2014

**Answer: Please see below.**

2010	£0
2011	£358,819
2012	£225,523
2013	£450,987
2014	£341,336

I would like to request this information in relation to any staff whose contracts were terminated by the trust from 2010-2014.

027/15

### Temporary Staffing

I would like to request the following information under the Freedom of Information Act.

1. What was the highest amount you paid (including any agency commission/charges) for a single shift filled by each of the following a. a doctor b. a GP (if employed) c. a registered nurse and d. a non-registered support worker/healthcare assistant in the period March 28<sup>th</sup> to April 19<sup>th</sup> 2015. Please include date and length of shift and grade of doctor/nurse involved, the department they were needed for (eg A&E) and the agency which supplied the doctor/nurse in each case.

**Answer: The highest hourly rate for a shift booked via the Medical Staffing Department between 28<sup>th</sup> March 2015 and 19<sup>th</sup> April 2015, for a doctor was: £115 per hour – Acute Medicine – 9am-5pm - 7.5 hours in duration. This was booked with ID Medical for a Consultant. This doctor has been working at this rate since January 2015.**

The highest hourly rate for a nursing shift booked via the Temporary Staffing Department between 28<sup>th</sup> March 2015 and 19<sup>th</sup> April 2015, as of 29<sup>th</sup> April 2015, for a registered nurse was: £101.18 per hour on the 3<sup>rd</sup> April 2015 - Accident and Emergency - 19:30-08:00 - 11.5 hours in duration. This was booked with Thornbury Nursing for a Band 5 Staff Nurse.

The highest hourly rate for a nursing shift booked via the Temporary Staffing Department between 28<sup>th</sup> March 2015 and 19<sup>th</sup> April 2015, as of 29<sup>th</sup> April 2015, for a non-registered support worker was: £63.68 per hour on the 12<sup>th</sup> April 2015 - Endoscopy Capacity - 19:00-07:30 - 11.5 hours in duration. This was booked with Thornbury Nursing for a Band 2 Clinical Support Worker at a cost of £63.68 per hour.

2. What percentage of shifts covered by agency staff during this time period were paid in accordance with either an NHS wide or a local framework, and what proportion were off framework?

**Answer: We can confirm that all of our medical agency staff are booked on framework.**

**As of 29<sup>th</sup> April 2015, of the total nursing agency shifts booked via the Temporary Staffing Department between 28<sup>th</sup> March 2015 and 19<sup>th</sup> April 2015 was 44% booked with framework agencies and 56% were booked with off framework agencies.**

3. What was your total spend on temporary (locum, agency and bank) clinical staff for 2014-15? Please include doctors, nurses and healthcare assistants/support workers in your answer. What were the comparable figures for 2013-14 and 2012-13?

**Answer: Please see the tables below.**

#### **2014/15**

Staff Type	Agency	Bank	Locum	Total
Medical Staff	£2,309,766	£0	£4,808,918	£7,118,684
Nursing	£3,334,906	£2,311,470	£0	£5,646,376
Healthcare Assistants	£784,658	£2,888,912	£0	£3,673,570
<b>Total</b>	<b>£6,429,330</b>	<b>£5,200,382</b>	<b>£4,808,918</b>	<b>£16,438,630</b>

#### **2013/14**

Staff Type	Agency	Bank	Locum	Total
Medical Staff	£2,374,004	£0	£3,844,456	£6,218,460
Nursing	£3,324,605	£2,882,094	£0	£6,206,699
Healthcare Assistants	£1,317,269	£3,169,871	£0	£4,487,140
<b>Total</b>	<b>£7,015,878</b>	<b>£6,051,965</b>	<b>£3,844,456</b>	<b>£16,912,299</b>

#### **2012/13**

Staff Type	Agency	Bank	Locum	Total
Medical Staff	£1,626,833		£3,313,558	£4,940,391
Nursing	£1,432,207	£2,621,127		£4,053,334
Healthcare Assistants	£191,602	£2,091,502		£2,283,104

<b>Total</b>	<b>£3,250,642</b>	<b>£4,712,629</b>	<b>£3,313,558</b>	<b>£11,276,829</b>
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**028/15**

**Audited Accounts, Consultants and Outpatients Fees**

Please send me copies of your audited accounts for year end 2014-15.

**Answer: As we are currently in financial year 2014-15, the Annual Accounts Report will not be available until July 2015. We recommend you contact us again after this date.**

Please send me the hospital fees for a male circumcision operation and the names of the Consultant Urology Surgeons and their outpatients fees before the operation.

**Answer: Our organisation's chargeable fee to private patients is £200 if the operation is performed under local anaesthetic and £500 if performed under general anaesthetic. A cost per night will not apply in this case.**

**The following surgeons are currently employed by our organisation.**

**Mr S Chandrasekharan, Consultant Urologist**

**Mr S Ganta, Consultant Urologist**

**Mr S R Koneru, Consultant Urologist**

**The Trust is not involved in transactions between Surgeons and their private patients. The fees charged by Surgeons for private outpatient consultants are a matter for the surgeon and his patient.**

Please send me the hospital fees for a bariatric operation and the names of Consultants who do such operations and their outpatient fees before the operation.

**Answer: Our organisation does not have a fixed price for bariatric operations. We actually treat very few private inpatients as most Surgeons undertake their private work elsewhere. If we did undertake the operation privately, the total cost would consist of the cost of the length of stay and time in theatre. These costs are broken down below.**

**The cost of an inpatient stay on a ward is £345 per day.**

**Theatre costs depend on the length of the operation. Please see the table below.**

<b>Time of Operation</b>	<b>Cost £</b>
<b>Operations lasting up to 30 minutes</b>	<b>629</b>
<b>Operations lasting over 30 and up to 60 minutes</b>	<b>1181</b>
<b>Operations lasting over 60 and up to 120 minutes</b>	<b>2186</b>
<b>Operations lasting longer than 120 minutes</b>	<b>2990</b>

**The following surgeon is currently employed by our organisation who performs Bariatric operations;**

**Mr Mirza, Bariatric General Surgeon**

**The Trust is not involved in transactions between Surgeons and their private patients. The fees charged by Surgeons for private outpatient consultants are a matter for the surgeon and his patient.**

**029/15**  
**Apprenticeships**

I am writing to you to request information concerning staff training and apprenticeships at your trust.

This is the information that we would like to specifically request for your organisation:

1. How many apprenticeship starts did you have in the following years?

<u>Year</u>	<u>Total number of apprenticeship starts</u>
2010/11	<b>82</b>
2011/12	<b>146</b>
2012/13	<b>114</b>
2013/14	<b>84</b>
2014/15	<b>110</b>

2. For 2014/15 (or the latest year for which you have figures available), how did the number of apprenticeship starts in Q1 above split down by the following apprenticeship job roles/functions? *(If the job types do not meet your classifications please give the best possible breakdown by your job type classifications)*

<u>Job role/function</u>	<u>Total number of apprenticeship starts</u>
Allied health profession support	<b>0</b>
Assistant practitioner	<b>0</b>
Clinical healthcare support worker	<b>0</b>
Dental nursing	<b>0</b>
Emergency care assistance	<b>0</b>
Health and social care	<b>70</b>
Healthcare support services	<b>11</b>
Health Informatics	<b>0</b>
Maternity and paediatric support	<b>0</b>
Optical retail	<b>0</b>
Pathology support	<b>0</b>
Perioperative support	<b>0</b>
Pharmacy services	<b>0</b>
Pharmacy technicians and assistants	<b>0</b>
Business and administration	<b>29</b>

Customer service	0
Information and Communication Technology (ICT)	0
Construction building	0
Horticulture	0
Accounting	0
Management	0
Nurse	0
Other ..... (please specify)	0

3. For 2014/15 (or the latest year for which you have figures available), how did the number of apprenticeship starts in Q1 above split by different suppliers? (please list suppliers and number of apprenticeships from each supplier)

**Answer: All delivered in house.**

4. What procurement process did you go through to select your apprenticeship suppliers?

**Answer: All delivered in house.**

5. For 2014/15 (or the latest year for which you have figures available), what was the number of staff and the number of training days across ALL types of training for each of the following job roles/functions? (If the job types do not meet your classifications please give the best possible breakdown by your job type classifications)

**Answer: Please see the table below. \*For the purposes of this request, a training day is defined as any date within 2014/15 whereby a substantive employee has completed a piece of training supplied by the Trust for either mandatory or career development reasons.**

Job Role/Function	Total Number of Staff	Number of Training Days 2014/15*	Avg. Number of Training Days 2014/15*
Accident & Emergency Related	123	691	6
Additional Clinical Services/Clinical Support Services	906	3175	4
Allied Health Professionals	268	1253	5
Continence	1	2	2
Elderly Care Group	53	592	11
Estates and Facilities	431	1397	3
Finance Directorate	97	379	4
General Surgery	42	284	7
Head, Neck & Cancer Services	81	310	4
Informatics Directorate	116	514	4
Long-Term Conditions	76	515	7
Maternity, Children & Paediatrics Services	455	4176	9
Other Corporate	290	924	3
Other Nursing and Midwifery Registered	944	4568	5
Outpatient & Support Services	145	710	5
Pathology Services	102	417	4

Patient Flow	17	73	4
Patient Services	13	49	4
Speciality Medicine	58	567	10
Surgery Management	9	43	5
Theatres, Critical Care & Anaesthetics	120	601	5
Trauma Orthopaedics and MSK Services	43	130	3
Urology	4	23	6
Women's Services	52	551	11
<b>TOTALS</b>	<b>4446</b>	<b>21944</b>	<b>5</b>

6. What is your approximate overall level of spend on vocational training?

. What is this as a percentage of overall trust budget?

**Answer: This is cost neutral as all income is generated through the delivery of apprentices and the widening participation agenda so this is not applicable to our organisation.**

**030/15**

**Pest Control**

i) In the last financial year (14-15) how many times have you had to call out a specialist pest control agency to deal with pest/rodent incidents at any of your hospital premises?

**Answer: We can confirm that during 2014/15, 8 call outs were made to deal with pest/rodent incidents at our premises.**

ii) For the month of May 2014 and the month of November 2014 please provide me with copies of any reports that were completed by any pest control worker/agency explaining what the problem was, where it was and how they dealt with it?

**Answer: Please find attached a copy of the reports - (available upon request). There were no call outs in May 2014 but 2 were made in November 2014.**

<u>Problem</u>	<u>Location</u>	<u>Action Taken</u>
Silverfish treated	Ward Area	Investigated, toilets, shower room and sinks
Flea	Outpatients	Investigated, corridor treated

**031/15**

**24 Hour Retirement**

This is a request under the Freedom of Information Act 2000.

It seeks information about staff using the '24-hour retirement' rule of the NHS Pension Scheme.

1. How many staff have taken 24-hour retirement and then returned part- or full- time to the same role in each of the last three financial years (please give *separate* figures for each year)?

**Answer: Please see the tables below.**

2. For *each* of those years please provide a breakdown on their role within the organisation:

- a. Manager
- b. Doctor
- c. Nurse
- d. Porters or auxiliary nurses

**Answer: Please see the tables below.**

2012-13	
Staff Group	Number of Retirees
Manager	2
Doctor	1
Nurse	2
Porters or Auxiliary Nurses	5
Other	9
<b>Total</b>	<b>19</b>

2013-14	
Staff Group	Number of Retirees
Manager	1
Doctor	0
Nurse	8
Porters or Auxiliary Nurses	1
Other	5
<b>Total</b>	<b>15</b>

2014-15	
Staff Group	Number of Retirees
Manager	0
Doctor	1
Nurse	6
Porters or Auxiliary Nurses	1
Other	11
<b>Total</b>	<b>19</b>

3. What was the youngest person *in any* of those three years to use the '24-hour retirement' rule?

**Answer: The age of the youngest person during the time period was 57 years old.**

One Trust has been in touch to say they have data on people who 'retire and return', but not how many do so after a break of 24 hours.

If that is also the case at your Trust, please provide replies for 'retire and return' and make that clear on your response.

Obviously, if you DO have data on 24-hour retirements, then please respond with that.

**032/15**

**Contact Details**

Under the provisions of the Freedom of Information Act, please could you supply me with the following information about your organisation:

A) Can I have the name, contact e-mail address, telephone number and Job title of the person in your organisation that fulfils the role of Director responsible for IT.

**Answer: Mr Steve Darkes is the Director responsible for IT within our organisation. His email address is; [steve.darkes@walsallhealthcare.nhs.uk](mailto:steve.darkes@walsallhealthcare.nhs.uk), postal address is; Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS and contact number is; 01922 721172.**

B) Approximately how long has the person fulfilling the role of Director responsible for IT been in post?

**Answer: Mr Darkes has been employed by our organisation for more than 17 years.**

C) Do you operate an organisation-wide collaboration tool or system other than e-mail? If so, what system or systems do you use?

**Answer: Our organisation does not operate an organisation-wide collaboration tool or system.**

D) Has your organisation implemented an organisation-wide EHR (Electronic Health Record) system?

**Answer: Yes.**

E) If you feel unable to provide all of the information requested, please supply as much as possible. In each case, please explain why you feel unable to comply with the request.

**Answer: This is not applicable to our organisation.**

**033/15**

**IT Service Management**

Please completed the questions within the excel spreadsheet attached.

**Answer: The spreadsheet has been completed as requested. - (available upon request)**

**034/15**

**Endoscopy Waiting List Initiatives**

Under the freedom of information act I would be grateful if you can supply the following data:

For the period April 2014 – April 2015 (inclusive);

1: Current waiting list times for Endoscopy procedures in line with JAG guidelines

**Answer: This is exempt under Section 21 (Information Available by Other Means) as this information is available via the National monthly published report on the NHS England website. Data is available for specific endoscopy procedures. Please use the link below to the website.**

<http://www.england.nhs.uk/statistics/statistical-work-areas/diagnostics-waiting-times-and-activity/monthly-diagnostics-waiting-times-and-activity/>

2: Number of endoscopy sessions run weekly and how many theatres available

**Answer: 25 sessions for endoscopy procedures are run per week within three theatre rooms. The utilisation of these depends upon staffing, on call and bank holidays.**

3: The rate paid per session(or per hour) for Endoscopy waiting list initiative work that the Trust has paid to consultants?

**Answer: We can confirm that £450 is the paid rate per session for endoscopy waiting list initiative work.**

4: Please could you also tell me the sessional rate(or per hour) for Endoscopy waiting list initiative work paid to Locum Consultants between the same time period?

**Answer: We can confirm that £450 is the paid rate per session for endoscopy waiting list initiative work to Locum Consultants.**

5: Please could you also tell me whether the hospital has ever used agencies to supply Endoscopy Consultants

**Answer: We can confirm that our Trust did not use any agencies to supply Endoscopy Consultants during this time period.**

6: if so, which agencies have been used.

**Answer: This is not applicable to our organisation.**

**035/15**

#### **NHS Treatment for Relatives of Staff**

1. How many cases has your Trust had in the last five years, in which the Trust has charged relatives of staff for treatment, which there has been a dispute over whether the person was eligible for free NHS treatment or not under the 'ordinarily resident' rule.

**Answer: Our Human Resource and Finance Departments are not aware of any instances of when this has happened at our Trust during this time period.**

2. How many cases has the Trust had in the last five years when an employee has been either disciplined or warned (either verbally or in writing) about trying to acquire free NHS treatment for a relative who was not eligible, because the patient was not 'ordinarily resident'?

**Answer: We can confirm that no Trust employees have been disciplined or received a written or verbal warning in relation to this during this time period.**

Large trusts usually have an 'overseas visitor manager' or 'overseas visitor officer' tasked with identifying patients who are not eligible for free NHS treatment, according to the review mentioned above.

In smaller trusts it's usually part of the job of the person who is responsible for billing private patients.

**036/15**

**Public and Media Relations**

Can you please inform me, under the Freedom of Information Act:

1. How many staff your trust employs to carry out communications - i.e. public and media relations, PR, press office, marketing - work? Please provide a breakdown of job titles.

**Answer: We can confirm that four people are employed by our Trust who carry out this work.**

2. How many investigations your trust has conducted into suspected leaks of information to the media between 1 January 2010 and today's date (24 April 2015). Please break down the information into years and provide details of the suspected leak - when it occurred, how it was investigated, which media outlet the information appeared in, whether the investigation was successful and what the outcome was (i.e. was anybody disciplined?) Please state whether police were involved in the leak investigation.

**Answer: Our Human Resource and Communication Departments are not aware of any instances where this has occurred during this time period.**

**037/15**

**Staff Turnover**

*By left I mean staff that have departed for any reason except from retirement.*

1. The number of a) consultants b) doctors c) nurses who left the trust/authority for each of the following financial years: 2014/15, 2013/14, 2012/13

**Answer: Please see the table below.**

Financial Year	No of leavers	Of which left within a year	Of which had 5 years' service to the trust
2012-13	8	6	0
2013-14	12	4	2
2014-15	19	8	3

2. Please include the number of a) consultants b) doctors c) nurses who left within a year of joining the trust/authority for the following financial years: 2014/15, 2013/14, 2012/13

**Answer: Please see the table above.**

3. The number of a) consultants b) doctors c) nurses who left the trust/authority who had worked for the trust/authority for five years or more, for the following financial years: 2014/15, 2013/14, 2012/13.

**Answer: Please see the table above.**

For questions 2 and 3, if they do not fall within the FOI cost limit in their current form please carry out only for 2014/15.

**038/15**

**Orthopaedic and ENT Appointment Non-Attendance**

Under the Freedom of Information Act I would like to request the following information:

1. For the month of March, please tell me how many patients did not attend outpatients appointments in ORTHOPAEDICS and ENT, ear, nose and throat, (in other words, how many DNAs did your trust record?)

**Answer: We have presumed you are referring to March 2015 for this information. Please see the table below.**

Treatment	Number of Outpatient Appointments Not Attended
ENT (Adults)	193
TRAUMA AND ORTHOPAEDICS (Adults)	414
EAR NOSE AND THROAT (Paediatrics)	19
TRAUMA AND ORTHOPAEDICS (Paediatrics)	4
<b>Total</b>	<b>630</b>

2. If possible, please tell me how many appointments are available for ORTHOPAEDICS and ENT in a typical week?

**Answer: Please see the table below.**

Treatment	Number of Outpatient Appointments in a typical Week
AVERAGE NUMBER OF ENT AND TRAUMA & ORTHOPAEDIC OUTPATIENT APPOINTMENTS AVAILABLE	1078
<b>Total</b>	<b>1078</b>

3. Is there a particular day or time of the week when DNAs are high?

**Answer: Reviewing the data for March 2015, it appears that appointments between 9am-10am and on Mondays were not attended the most.**

4. Are DNAs a particular problem at the hospital trust and do you have any initiatives to reduce them?

**Answer: Outpatient non-attended appointments in certain specialties remain a problem for our hospital and as such are monitored by the individual Care Group Managers within each Division. The current initiative in place for reducing our non-attendance rates is a text messaging reminder service which is in place for the majority of specialties.**

**039/15**

**Off-Payroll Workers**

Questions:

1.a

-How many people who have worked for you were paid off-payroll in the financial years 2013/14 and 2014/15?

**Answer: The 2013/14 information is also available within our Annual Report. During 2013/14 there were 9 individuals/companies and during 2014/15 there were 8 individuals/companies.**

1.b

-How many people working for you are currently paid off-payroll?

**Answer: 7 individuals/companies**

2.a

-How many of the off-payroll workers in the 2013/14 financial year were either board members or senior officials with significant financial responsibility?

**Answer: 0**

2.b

-How many of the off-payroll workers in the 2014/15 financial year were either board members or senior officials with significant financial responsibility?

**Answer: 0**

2.c

-How many of the off-payroll workers currently working for you are either board members or senior officials with significant financial responsibility?

**Answer: 0**

3.a

-Please provide the names and job titles for the off-payroll workers in 2013/14 who were either board members or senior officials with significant financial responsibility.

**Answer: This is not applicable to our organisation.**

3.b

-Please provide the names and job titles for the off-payroll workers in 2014/15 who were either board members or senior officials with significant financial responsibility.

**Answer: This is not applicable to our organisation.**

3.c

-Please provide the names and job titles for the off-payroll workers who are currently board members or senior officials with significant financial responsibility.

**Answer: This is not applicable to our organisation.**

4

-For each of the off-payroll workers named in 3a, 3b and 3c, please state the length of time that they have been paid off-payroll.

**Answer: This is not applicable to our organisation.**

5

-For each of the off-payroll workers named in 3a, 3b and 3c, please state the name of the company which was paid for the work.

**Answer: This is not applicable to our organisation.**

6

-For each of the off-payroll workers named in 3a, 3b and 3c, please state whether this firm is a personal service company.

**Answer: Questions 3a, 3b and 3c are not applicable to our organisation. However, the number of individuals/companies detailed in 1a and 1b above relate to personal service companies.**

7

-For each of the off-payroll workers named in 3a, 3b and 3c, please state whether assurances were sought that the correct amount of tax was paid for the work.

**Answer: Questions 3a, 3b and 3c are not applicable to our organisation. However, relating to the individuals/companies detailed in 1a and 1b - yes, our Financial Department seeks assurances that they pay tax.**

8

-For each of the off-payroll workers named in 3a, 3b and 3c, please state whether assurances were received that the correct amount of tax was paid for the work.

**Answer: Questions 3a, 3b and 3c are not applicable to our organisation. However, relating to the individuals/companies detailed in 1a and 1b - yes, information was provided which confirmed that the correct amount of tax was paid.**

9

-For each of the off-payroll workers named in 3a, 3b and 3c, please state whether proof was received that the correct amount of tax was paid for the work.

**Answer: Questions 3a, 3b and 3c are not applicable to our organisation. However, relating to the individuals/companies detailed in 1a and 1b - our Trust is required to seek assurance that these individuals/companies pay tax but not responsible for checking tax calculations.**

10

-For each of the off-payroll workers named in 3a, 3b and 3c, please state whether you took on PAYE responsibilities for the worker and whether you paid National Employment for the work.

**Answer: Questions 3a, 3b and 3c are not applicable to our organisation. However, relating to the individuals/companies detailed in 1a and 1b - our Trust does not have responsibility for tax or NI for these workers.**

11

-For each of the off-payroll workers named in 3a, 3b and 3c, please confirm whether or not the appointment was made because of 'exceptional circumstances'. If so, please explain what these exceptional circumstances were.

**Answer: Unfortunately, the reasons for paying these workers is not centrally recorded in order to provide this information.**

## **040/15**

### **Overseas Qualified Staff**

Under the Freedom of Information Act I would like to request the following information:

1. Please provide figures for the numbers of doctors who qualified overseas and are employed at your trust.

**Answer: Unfortunately, our Electronic Staff Record system does not record this data so we are not able to identify this information for you.**

2. Please also state which countries these doctors gained their qualifications

**Answer: Unfortunately, our Electronic Staff Record system does not record this data so we are not able to identify this information for you. All Doctor's basic medical qualifications are checked as part of the pre employment checks undertaken by our Medical Staffing Department. We also check that doctors hold a valid registration**

**with the General Medical Council (GMC) which also confirms qualification checks as the GMC also check this as part of the registration application process.**

3. Please provide figures for the numbers of nurses who qualified overseas and are employed at your trust

**Answer: Unfortunately, our Electronic Staff Record system does not record this data so we are not able to identify this information for you.**

4. Please also state which countries these nurses gained their qualifications.

**Answer: Unfortunately, our Electronic Staff Record system does not record this data so we are not able to identify this information for you. Our Recruitment Department verifies the original qualification/registration documents are seen and stamps them. A copy is then stored within the employees personal file.**

**041/15  
Controlled Drugs**

For a list of controlled drugs that have been reported lost/stolen from your NHS Trust between January 2010 and April 28 2015. Please provide the answers in an excel spreadsheet with the following headings: date, hospital/locations where the drug was stolen/lost, whether the drug was recovered/found, the name of the controlled drug, the approximate value.

**Answer: Unfortunately, our records only date back to January 2012 for incidents reported. It is not possible to detail the value as this is not recorded on our incident reporting system.**

Walsall Manor Hospital				
Year incident Reported	Incident Information / Drug Details	Cause	Outcome	Location
2012	Patients medication was checked and there was an inconsistency of 5 missing ampoules of midazolam	miss count/mis read of medication	Found, miscount in medication	Patients own drug at patients residence
2012	alerted by staff that 2 methadone tablets were missing.	Unable to clarify whether incorrect amount noted on admission. Lack of documentation.	Lost, Not located	Location not defined
2012	stock take on the Dihydrocodeine 60mg m/r tablets 56 pack. Stock level on the computer says that we have 18 tablets in stock, but the physical stock is only 10 tablets.	Patient may have been given the 8 tablets. Lack of documentation.	Lost, Not located	Location not defined
2012	Visited patient today when patient asked us to change patch which was due to be changed but not done. We found that 3 x 10mcg Butran patches were missing and unaccounted for following last documentation.	Possible that patches were changed during recent hospital stay. Lack of documentation.	Lost, Not located	Patient's own medication at place of residence
2012	Pharmacy had ordered a supply of 28 Zopiclone tablets on Monday and then again on Thursday had to re-	miss count/mis read	Found, miscount in medication	Location not defined

	order as there were no tablets in either the stock cupboards or the drug trolleys therefore taking our usage of zopiclone tablets to 56 tablets within 48hrs.			
2012	On arrival to my patient for replenishing syringe driver I noticed the medication stock record was incorrect. 10 ampules of 20mg/2ml of oxycodone was not accounted for.	Stock recounted and miss count/mis read identified	Found, miscount in medication	Patient's own medication at place of residence
2012	whilst drawing up a dose of oramorph there was shown to be a discrepancy of 12mls	It is possible this was due to an accumulative loss of a small and insignificant volume	Found, drug loss accounted for	Location not defined

**Walsall Manor Hospital**

Year incident Reported	Incident Information / Drug Details	Cause	Outcome	Location
2013	staff was checking the Control Drugs and observed that one drug was missing.	Cause unknown.	Lost, Not located	Location not defined
2013	Home visit to patient to give 25mcg patch, stock recorded stated their were 4 patches left. They were nowhere to be found, all that remained in the house was 12mcg patches.	Cause unknown.	Lost, Not located	Patients own drugs in patients own residence
2013	While checking the control medication on routine daily check it was discovered that the phenobarbital tablet 30mg x1 tablet was missing... the pack was empty.	Cause unknown.	Lost, Not located	Location not defined

2013	Discharged patient's oxycontin syrup was returned to pharmacy so it was no longer required. According to the check 10.5mls of oxycontin is not accounted for.	After an investigation looking at doses given to patients and accuracy of record keeping, it was agreed that the total wastage could have easily been 10 mls due to 40 doses been drawn up by a kwill	Found, drug loss accounted for	Location not defined
2013	whilst checking the controlled drugs to be returned with pharmacy as they are no longer being used. Noted that one controlled drug is missing Bupenorphone 200mch S/L tablet.	Cause unknown.	Lost, Not located	Location not defined
2013	on checking the CDs it was noticed that the amount of oromorph did not match up to what was documented.	Accumulative loss from use of quill. Advised staff to measure with syringe each time they are checking CDs.	Found, drug loss accounted for	Location not defined

Walsall Manor Hospital				
Year incident Reported	Incident Information / Drug Details	Cause	Outcome	Location
2014	As part monthly CD AUDIT, all CD quantities are checked against the register entries. Patients own methadone 1mg/1ml (physetone)-labeled as 35ml per bottle, having checked each bottle using a syringe and kwill we found each bottle to contain 33ml.	Syringe and quill used might indicate a loss as there is always residual in using these. Possibly attributable to transfer loss from bottles to administering containers.	Lost, Not located	Location not defined
2014	I attempted to gain excess to some chlordiazepoxide via the medi cupboard. I attempted numerous times to gain amount but drawer was empty.	staff using the medi incorrectly thus stock imbalance is going wrong.	Lost, Not located	Location not defined

2014	staff reported that 30mg MST missing on checking the CDs.	Evidence of tablets being resealed into strips	Lost, Not located	Location not defined
2014	The controlled drugs were checked and it was found that there was 2 diazepam missing. The box with the two diazepam was not in the cupboard.	Review of records accounted for the missing medication	Found, miscount in medication	Location not defined
2014	The controlled drugs were checked and it was found that there was 2 diazepam missing. The box with the two diazepam was not in the cupboard.	Review of records accounted for the missing medication	Found, miscount in medication	Location not defined

2014	The controlled drugs were checked and it was found that there was 2 diazepam missing. The box with the two diazepam was not in the cupboard.	Review of records accounted for the missing medication	Found, miscount in medication	Location not defined
2014	The controlled drugs were checked and it was found that there was 2 diazepam missing. The box with the two diazepam was not in the cupboard.	Review of records accounted for the missing medication	Found, miscount in medication	Location not defined
2014	The controlled drugs were checked and it was found that there was 2 diazepam missing. The box with the two diazepam was not in the cupboard.	Review of records accounted for the missing medication	Found, miscount in medication	Location not defined
2014	The controlled drugs were checked and it was found that there was 2 diazepam missing. The box with the two diazepam was not in the cupboard.	Review of records accounted for the missing medication	Found, miscount in medication	Location not defined
2014	Methylphenidate Hydrochloride XL 5mg, 1 tablet	Not recorded	Lost, Not located	Community Nursing

2014	Morphine Sulphate solution 10mg in 5ml, 8.05mls	Not recorded	Lost, Not located	Ward Area, Hospital
2014	Morphine Sulphate solution 10mg in 5ml, 5mls	Not recorded	Lost, Not located	Ward Area, Hospital
2014	Methadone injection 5mgs, 5 amps	Not recorded	Lost, Not located	Ward Area, Hospital

Walsall Manor Hospital				
Year incident Reported	Incident Information / Drug Details	Cause	Outcome	Location
2015	Oxycodone liquid 5mgs in 5mgs, 18mls	Not recorded	Found	Ward Area, Hospital
2015	Oxycodone liquid 5mgs in 5mgs, 12mls	Not recorded	Lost, Not located	Ward Area, Hospital
2015	Burpenorphine Tablet 200mcg, 1 tablet	Not recorded	Lost, Not located	General Surgery

**042/15**

**Number of ITU/HDU Beds, Changing Linen**

- The number of itu/hdu beds in weston area.  
**Answer: We can confirm that the Trust has 5 funded ITU beds and 8 funded HDU beds.**
- How many nurses required to change linen per bed. Length of time allotted for this task. It is for changing while the patient remains in bed  
**Answer: We would be grateful if you could reply to our email to you dated 8<sup>th</sup> May. Please respond within 12 weeks from the date of this email. If we do not hear from before this time, your request for this information will be closed.**

**043/15**

**Alcohol Related Liver Disease**

Please provide me with the following information under the Freedom of Information Act:

1. Please tell me how many children aged 0 to 17 were admitted to hospitals run by your trust with alcohol-related liver disease in each of the following calendar years: a) 2010 b) 2011 c) 2012 d) 2013 e) 2014

2. Please give me a breakdown by age and gender.

I would like the information provided in this format:

2010

Total number of admissions: 10

Breakdown as follows:

Age	Number of males	Number of females
0		
1		
2		
3		
4		
5		
6		
7		
8		
9	2	1
10		
11		
12	1	
13		
14	3	
15		
16		3
17		

**Answer: Searching our Clinical Coding System, we can confirm that no patients aged 0-17 years were admitted with alcohol-related liver disease during calendar years 2010-2014.**

044/15

**Contract Centre Information**

**PART 1- Contact Centre Contact(s)**

	Contract 1
Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	<b>None</b>
Annual Average Spend: the annual average (over 3 years) spend for each supplier	<b>None</b>
Contract Expiry: the date of when the contract expires.	<b>N/A</b>
Contract Review: the date of when the contract will be reviewed.	<b>N/A</b>
Contract Description: a brief description of the services provided of the overall contract.	<b>N/A</b>
Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.	<b>N/A</b>
Number of Agents; please provide me with the total number of contact centre agents;	<b>N/A</b>
Number of Sites; please can you provide me with the number of sites the contact centre covers.	<b>N/A</b>
Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?	<b>N/A</b>
Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g. JAN-MAR, APR, JUNE.	<b>N/A</b>
Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?	<b>2003 and migrating to 2010</b>
Number of email users: Approximate number of email users across the organisations.	<b>Apprx 5000</b>
<b>PART 2- Inbound Network Services</b>	
Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.	<p><b>We would be grateful if you could respond to our email dated 18<sup>th</sup> May.</b></p> <p><b>Please reply within 12 weeks from the date of the email.</b></p> <p><b>If we do not hear from you before this time, your</b></p>
Annual Average Spend: the annual average (over 3 years) spend for each supplier	
Contract Expiry: the date of when the contract expires.	
Contract Review: the date of when the contract will be reviewed.	
Contract Description: a brief description of the services provided of the overall contract.	

Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

**request for this information will be closed.**

045/15

**Non Clinical Temporary agency Spend**

Please could I have a breakdown of your non medical non clinical temporary agency labour spend for the last 12 months.

**Answer: Please see the table below which details this spend.**

	Apr14 £	May14 £	Jun14 £	Jul14 £	Aug14 £	Sept14 £	Oct14 £	Nov14 £	Dec14 £	Jan14 £	Feb14 £	Mar14 £	Year to Date
<b>Non-Medical / Non-Clinical Temporary Agency Spend</b>	59,000	106,000	83,000	80,000	89,000	175,000	225,000	189,000	133,000	143,000	107,000	121,000	£1,510,000

Please could you also provide a list of the agencies that you used. If at all possible could the information demonstrate spend by agency.

**Answer: Please note that we can only conduct searches on our invoice payment system by agency/company name. We can only identify the agency/company name from completed purchase order records. Purchase orders are not completed for all non medical/non clinical temporary agency invoices. Due to this, the total payments made to the agencies/companies below will not reflect the overall total spend as detailed in our answer above.**

	Total paid 14/15 (£)
Agencies used for the above in Financial Year 14/15 are:	
Scope	6,917
Meridian	131,564
CBS Butler	50,835
First Personnel	7,324
Cymbio Limited	625,944
Modis International Ltd	71,939
Robert Teale (Richard Teale)	8,621
Pharma Direct UK & Europe Ltd	10,269
CN Support Ltd	15,504
Healthcare Solutions Consultancy Ltd	22,000
Community Resourcing	0
Kingston Solutions	37,950
Hunter Healthcare	348,238
<b>Total for above companies</b>	<b>1,337,104</b>
Total for Spend Non clinical/medical spend	1,510,330
<b>Difference to other agencies</b>	<b>173,226</b>

046/15

**Non Clinical Temporary agency Spend**

Please can I have a breakdown of your non medical - non clinical temporary agency labour spend for the last 12 months.

**Answer: Please see the table below which details this spend.**

	Apr14 £	May14 £	Jun14 £	Jul14 £	Aug14 £	Sept14 £	Oct14 £	Nov14 £	Dec14 £	Jan14 £	Feb14 £	Mar14 £	Year to Date
<b>Non-Medical / Non-Clinical Temporary Agency Spend</b>	59,000	106,000	83,000	80,000	89,000	175,000	225,000	189,000	133,000	143,000	107,000	121,000	£1,510,000

Also, can you provide me with a list of agencies that you have used. If at all possible, could the information demonstrate spend by each agency?

**Answer: Please note that we can only conduct searches on our invoice payment system by agency/company name. We can only identify the agency/company name from completed purchase order records. Purchase orders are not completed for all non medical/non clinical temporary agency invoices. Due to this, the total payments made to the agencies/companies below will not reflect the overall total spend as detailed in our answer above.**

047/15

## Eczema Patients

Within your trust, how many patients are you currently treating for chronic eczema?

**Answer: Unfortunately, we are not able to identify these patients. Diagnostic coding is only available on Inpatient activity. Following conducting a search for these patients, we not have identified any current inpatients with this condition. This is not necessarily unexpected in that presumably most such patients would be managed either outside of hospital or where required in an outpatient setting.**

Of these how many for hand eczema?

**Answer: Please see the answer above.**

If you can provide the treatment, please split these eczema patients by their current drug treatment;

Acitretin

Alitretinoin

Tacrolimus

Pimecrolimus

PUVA - topical psoralen with UVA

PUVA - oral psoralen with UVA

Betamethasone dipropionate or valerate creams or ointments

Betamethasone creams or ointments

Fluocinonide creams or ointments

Fluticasone propionate creams or ointments

Mometasone furoate creams or ointments

Difluocortolone valerate creams or ointments

Clobetasol propionate creams or ointments

Other

**Answer: Unfortunately, as we cannot identify patients we are currently treating for chronic eczema, we are not able to confirm their current treatment.**

Does your trust treat Psoriasis patients with Fumaderm, if so, how many in the past year ?

**Answer: We have contacted our Pharmacy Department, they do not retain any information regarding diagnosis of patients in order to identify this information. We could perhaps confirm how many patients have been prescribed Fumaderm, but this would cover use for various conditions and not solely for psoriasis. If this information would be useful to you, please let us know.**

If you are unable to split the treatment by diagnosis, please provide the total by treatment from your pharmacy.

**Answer: Please see the answer above. We could perhaps confirm how many patients have been prescribed the medications listed above, but this would cover use for various conditions and not solely for eczema or psoriasis. If this information would be useful to you, please let us know.**

## **Eczema Patients – follow up questions**

Please could you give the numbers of patients prescribed with Fumaderm, also could you please give the number of patients prescribed by medication regardless of condition

**Answer: From the 1<sup>st</sup> October 2014 to the 31<sup>st</sup> March 2015 the numbers of patients indicated below were treated with these medications. Please note that this usage data is not related to diagnosis so covers all possible conditions not specifically eczema.**

Fumarderm **Answer: 2 patients**

Acitretin **Answer: 22 patients**

Alitretinoin **Answer: 3 patients**

Tacrolimus **Answer: 5 patients**

Pimecrolimus **Answer: nil**

PUVA - topical psoralen with UVA **Answer: A regular stock of this is maintained within our Outpatients Department, individual patient usage is not centrally recorded so cannot be provided.**

PUVA - oral psoralen with UVA **Answer: A regular stock of this is maintained within our Outpatients Department, individual patient usage is not centrally recorded so cannot be provided.**

Betamethasone dipropionate or valerate creams or ointments **Answer: 9 patients**

Betamethasone creams or ointments **Answer: nil**

Fluocinonide creams or ointments **Answer: nil**

Fluticasone propionate creams or ointments **Answer: nil**

Mometasone furoate creams or ointments **Answer: 15 patients**

Diflucortolone valerate creams or ointments **Answer: nil**

Clobetasol propionate creams or ointments **Answer: 8 patients**

## **048/15**

### **Provision of Procurement and Finance IT Systems**

Under the Freedom of Information Act (2000), I would like to request the following information concerning your Trust.

#### Procurement and/or e-procurement IT Systems

- I. Your current provider(s) of Procurement or e-procurement IT Systems.  
**Answer: The Trust e-tendering system called In-tend is provided by In-tend.**
- II. The expiry date of the contract with your current provider of Procurement or e-procurement systems.  
**Answer: The contract expiry date with In-tend is 30/09/16.**

#### Finance Systems

- I. Your current provider(s) of Finance IT Systems.  
**Answer: The Trust Finance system called Integra is provided by Capita IB Solutions.**

- II. The expiry date of the contract with your current provider of Finance systems.  
**Answer: The contract expiry date with Capita IB Solutions is 31/03/16.**

**049/15**  
**Gas and Electricity**

I would like to submit a new freedom of information request.

1. Contracts/Agreements relating to the supply of Gas which may include the following:
  - Natural Gas Supply
  - Gas Heating / Boiler Maintenance
  - Installation of Gas Central Heating Systems
  
2. Contracts/Agreements relating to the supply of Electricity which may include the following:
  - Street Lighting
  - Electricity Supply (Half Hourly)
  - Electricity Supply (Non Half Hourly)
  - Corporate Electricity Supply

**Contract Information-** For each of the types of the contract that I am requesting please can you send me the following information. Please can you remember if there is more than one provider can you please split the contract information up for each individual provider?

1. Unique Contract Key: Please can you provide me with a unique reference quote that relates to each contract.
2. Current Provider: If there is more than one provider please split the contract information individually.
3. Annual Average Spend: Please can you send me the average spends over the last three years. Approximate spend is also acceptable.
4. Contract Duration: Duration of the contract/agreement and can you please include any extension periods that could be executed
5. Contract Commence Date: The date the contract/agreement commenced
6. Contract Expiry Date: The date the contract/agreement expired
7. Contract Description: A brief description of the contract of what support/service is involved
8. Responsible Officer: Who within the organisation is responsible for this contract. Please can you send me the full names, actual job title, internal contact number and the officers direct email address.

If there is more than one supplier please split each profile of the above data types for each supplier. E.g. separate spend, expiry date, responsible officer.

In some cases I have been told that some requests may take of the period of collating this information. If this is the case please can you only concentrate on part two of my request (Contracts/Agreements relating to the supply of Electricity).

**Answer: Please see the completed table below and a copy of the excel spreadsheet attached. -  
(available upon request)**

Question	Contract 1
<p>Unique Contract Key: Please can you provide me with a unique reference quote that relates to each contract.</p> <p><i>“I am just looking for the product code for the contract if there is not one it is fine”</i></p>	<p><b>N/A-There is no product code available</b></p>
<p>Type of contract- of the diffent type of contract stated above for gas and electricity please state which of the these relate to each of the contracts. E.g. street lighting, Natural Gas Supply, Gas Heating / Boiler Maintenance.</p>	<p><b>N/A</b></p>
<p>Current Provider: If there is more than one provider please split the contract information individually.</p>	<p><b>Corona (gas) and EDF (electricity)</b></p>
<p>Annual Average Spend- What is the annual average spend (over 3 years) with the supplier? An estimate will do, but if the contract is new and has been running for less that 3 years can you please provide me with the estimated annual average spend.</p>	<p><b>£1.5m (elec) &amp; £1m (gas)</b></p>
<p>Go- To- Market- How was this contract procured? OJEU, Mini Competition, Framework. If framework please state the which one and with which organisation.If a particular framework please state the frameworkcontract ID</p>	<p><b>Government Procurement</b></p>
<p>Contract Duration: Please propvide me with the duration of the contract including any extensions.</p>	<p><b>4 years - recently re-tendered and new contract until 2020 from commencing on 1 April 2016</b></p>
<p>Contract Commence Date: The date the contract/agreement commenced</p>	<p><b>01/04/2016</b></p>
<p>Contract Expiry Date- What is the expiry date of the contract? If there are various still state those policy over a £1,000. If the service was procured via a government framework please provide me with the actual sign agreement and not the contract dates of the actual framework. If the contract is rolling please can you send me the actual rolling contract date.</p>	<p><b>31/03/2020</b></p>

Contract Review Date- When does the organisation plan to review this contract internally?	<b>On a regular basis</b>
Contract Description: A brief description of the contract of what support/service is provided (this can be just a few words)	<b>Supply of electricity &amp; gas</b>
Responsible Officer: Who within the organisation is responsible for this contract. Please can you send me the full names, actual job title, internal contact number and the officers direct email address.	<b>Staff details below Director level are withheld under Section 40 (Personal Information).</b>
Name	<b>Colin Plant</b>
Actual Job Title	<b>Director of Estates &amp; Facilities</b>
Contact Number	<b>01922 721172</b>
Direct Email Address	<b><u><a href="mailto:colin.plant@walsallhealthcare.nhs.uk">colin.plant@walsallhealthcare.nhs.uk</a></u></b>
Internal Contact- Procurement/Supplies- Gas/Electricity	
Name	<b>Russell Caldicott</b>
Actual Job Title	<b>Interim Director of Finance</b>
Contact Number	<b>01922 721172</b>
Direct Email Address	<b><u><a href="mailto:russell.caldicott@walsallhealthcare.nhs.uk">russell.caldicott@walsallhealthcare.nhs.uk</a></u></b>

**050/15**

**Commissioned Services**

Please provide the following information under the Freedom of Information Act and the Code of Practice on Openness in the NHS.

1) Does the CCG commission NHS funded services for the assessment and treatment of Wet Age Related Macular Degeneration?

**Answer: We recommend you contact Walsall Clinical Commissioning Group directly for this information. Their Freedom of Information office can be contact via email address; [foi@walsall.nhs.uk](mailto:foi@walsall.nhs.uk) or postal address: Jubilee House, Bloxwich Lane, Walsall, WS2 7JL.**

2) If the CCG does commission such services, please provide a list of providers commissioned for the following periods:

1st April 2014 – 31st March 2015

1st April 2015 – 31st March 2016

**Answer: We recommend you contact Walsall Clinical Commissioning Group directly for this information. Their Freedom of Information office can be contact via email address; [foi@walsall.nhs.uk](mailto:foi@walsall.nhs.uk) or postal address: Jubilee House, Bloxwich Lane, Walsall, WS2 7JL.**

3) For each provider listed, please provide

a copy of the pricing scheme agreed for the financial year 2015/16

a copy of the contract or extract from contract and/or any variation thereof, or any service level agreement that covers the period 2015/16

**Answer: We recommend you contact Walsall Clinical Commissioning Group directly for this information. Their Freedom of Information office can be contact via email address; [foi@walsall.nhs.uk](mailto:foi@walsall.nhs.uk) or postal address: Jubilee House, Bloxwich Lane, Walsall, WS2 7JL.**

**051/15**

**Annual Report**

Please post me a copy of your 2013/14 Annual Report.

**Answer: Please find the document attached. - (available upon request)**

**052/15**

**ICT Documents**

I would like to submit a freedom of information request for the following document relating to the following:

**ICT Documents**

1. ICT Strategy- I require the document that hold future plan and strategy of the organisation's ICT department.
2. ICT Departmental Business Plan
3. ICT Technical Strategy.
4. ICT Structure
5. ICT Capital budgets and programmes

If you feel that your organisation or the department hold other documents that relate to my request or the document above please send them accordingly.

**Lead member:** Cabinet Member for ICT and Telecommunications come under? Please can you provide me with their direct contact details including their Full Name, Actual Job Title, Contact Number and Direct Email Address?

**Answer: We believe you have previously requested this information under our reference number 430/14 back in January 2015. Our answers have not changed from the original response we emailed to you on the 19<sup>th</sup> February 2015.**

**If you require a copy of our original response, please do not hesitate to let us know.**

**053/15**

**Sun stroke, sun burn admissions**

Please could you let me know the number of people admitted to hospital or visiting A&E suffering from sunstroke, sunburn and/or heat-related injuries for 2011/2012, 2012/2013 and 2013/2014?

If possible, could you also break these down by:

- Month
- Gender
- Age groups: under 10, 10 – 19, 20 – 29, 30 - 39 etc

**Answer: Unfortunately, we are not able to identify these admissions individually. Admissions due to sun-burn are coded on our Clinical Coding System under the category ‘burn-radiation’. This category cannot be broken down. We can provide you with the total number of admissions under this category but this would cover all types of radiation burns. If this information would be useful to you, please let us know.**

**With regard to sun/heat stroke admissions, it would depend upon the problem/condition it caused a patient ie. respiratory, collapse, headache. We could then provide you with the total number of admissions with these conditions but this would cover all causes of these conditions and not solely sun/heat stroke. If this information would be useful to you, please let us know.**

Please can you provide me with the figures for ‘burn-radiation’

**Answer: Following an attempt to obtain this information for you, we have identified that we can only provide the number of A&E attenders whether admitted or not. Please see the table below.**

**As noted above, please be aware that the patient below presented under the category ‘burn-radiation’. This will include patients who were diagnosed with other radiation burns as well as sunburn (presumably such things as falling asleep next to a fire etc).**

**Where month of the year and age groups are missing, no patients matching this criteria were identified with this coding.**

2011/12										
	Apr	May	Jun	July	Aug	Sept	Oct	Dec	Jan	Feb
<b>Female</b>										
0 to 9 years			1					1		
20 to 29 years	1		1	1		1				
<b>Male</b>										
0 to 9 years			2							
20 to 29 years			1	1						
30 to 39 years			1							
40 to 49 years	1									

2012/13										
	Apr	May	Jun	July	Aug	Sept	Oct	Dec	Jan	Feb
<b>Female</b>										
10 to 19 years		1		1						
20 to 29 years			1	1						
<b>Male</b>										
0 to 9 years		1		3						
10 to 19 years					1					
20 to 29 years		2		2						
30 to 39 years		1								
40 to 49 years						1	1			

2013/14										
	Apr	May	Jun	July	Aug	Sept	Oct	Dec	Jan	Feb
<b>Female</b>										
10 to 19 years										1
20 to 29 years										1
50 to 59 years									1	
<b>Male</b>										
0 to 9 years			1							
10 to 19 years			1							
20 to 29 years				1						
30 to 39 years				1						
40 to 49 years			1							
60 to 69 years	1									

**054/15**  
**Complaints letters**

FOI request: We request the first 25 type-written letters of complaint that your Trust received after 1st April 2013. If your Trust contains more than one unit, we request that the letters are from across the units.

Anonymity of patient letters: The letters will contain personally identifying information, and we request that all personally identifying information be redacted from the letters (i.e., information about addresses,

dates, staff names, units attended, sexuality, religion, ethnicity, age etc.). We only request information about the patient's experience of the NHS. We understand that the resultant letters may be heavily redacted.

**Answer: Please find attached a copy of the first 25 type-written complaints received by our Trust after the 1<sup>st</sup> April 2013. The documents have been redacted. - (available upon request)**

**055/15**

**Audited Accounts, Consultants and Outpatients Fees**

Please send me copies of your audited accounts for year end 2014-15.

**Answer: Please see our response to this question within our letter to you dated 24<sup>th</sup> April 2015.**

Please send me the hospital fees for a bariatric operation and the names of Consultants who do such operations and their outpatient fees before the operation.

**Answer: Please see our response to this question within our letter to you dated 24<sup>th</sup> April 2015.**

Please send me the hospital fees for a male circumcision operation and the names of the Consultant Urology Surgeons and their outpatients fees before the operation.

**Answer: Please see our response to this question within our letter to you dated 24<sup>th</sup> April 2015.**

Please send me the names of Consultant Psychiatrists who can treat depression and their outpatient fees.

**Answer: We do not employ any Consultant Psychiatrists within our organisation. We would recommend that you redirect your request to Dudley & Walsall Mental Health Trust, Freedom of Information Office, 47-49 Kings Street, Dudley, West Midlands, DY2 8PS or email [foi@dwmh.nhs.uk](mailto:foi@dwmh.nhs.uk)**

What is the fee for a CT of the brain by a doctor.

**Answer: Please see the table below.**

<b>Walsall Healthcare NHS Trust CT Scan Prices for Private Patients 2015/16</b>	<b>£</b>
<b>Computerised Tomography Scan, one area, no contrast, 19 years and over</b>	<b>116</b>
<b>Computerised Tomography Scan, one area, no contrast, 6 to 18 years</b>	<b>120</b>
<b>Computerised Tomography Scan, one area, no contrast, 5 years and under</b>	<b>152</b>
<b>Computerised Tomography Scan, one area, with post contrast only, 19 years and over</b>	<b>134</b>
<b>Computerised Tomography Scan, one area, with post contrast only, 6 to 18 years</b>	<b>135</b>
<b>Computerised Tomography Scan, one area, with post contrast only, 5 years and under</b>	<b>167</b>
<b>Computerised Tomography Scan, one area, pre and post contrast</b>	<b>125</b>
<b>Computerised Tomography Scan, two areas without contrast</b>	<b>125</b>

**056/15**

**Continence Nurses and Catheters**

Under the Freedom of Information Act, can you please provide the following information:

1. How many specialist urology/continence nurses were there within your Trust in each of the last five financial years?

**Answer: Please see below.**

<b>2010-11</b>	<b>x3 WTE</b>
<b>2011-12</b>	<b>x4 WTE</b>
<b>2012-13</b>	<b>x4 WTE</b>
<b>2013-14</b>	<b>x4 WTE</b>
<b>2014-15</b>	<b>x4.2 WTE (5.2 WTE for 3 months of the year)</b>

2. How many hours of staff training were allocated in the last financial year, under the remit of continence care, to catheterisation? (E.g. If 50 staff received one hour each the answer would be 50 hours.)

**Answer: There were three sessions that took place during the last financial year. 29 staff attended the sessions which were 4 hours each equating to 116 hours.**

Of this (a) How many were for indwelling Foley catheters and (b) how many were for intermittent catheters?

**Answer: The sessions provided by the Service historically have been to include the insertion and management of indwelling urinary Foley catheters and intermittent self-catheterisation.**

3. How many full time equivalent staff spend their time delivering this training? (E.g. if three staff spend half their working time on urology training the answer would be 1.5 FTEs.)

**Answer: Please note that none of these training sessions have taken place since last year. These sessions were delivered by one member of staff. This member of staff has now left the Trust and we are not able to confirm how much of their working time was spent preparing and delivering the training.**

What is the job title/function of these individuals?

**Answer: The member of staff who delivered the sessions above (and has since left the Trust) was a Staff Grade Doctor within Urology.**

**Moving forward this year, the plan is for;**

- **Urology Nurses to deliver sessions on the insertion of male indwelling Foley catheters.**
- **The Continence Service to follow on with sessions on the management of catheters which will cover all elements of care which would include intermittent self-catheterisation**
- **To establish mandatory sessions for all staff involved in the care of urinary catheters.**

4. Do you have a named continence lead within your Trust? (a) If so, please provide their name and contact details. (b) If not, who is responsible for this remit?

**Answer: Yes, we do employ a continence lead with our Trust. Unfortunately, staff details below Director level are withheld under Section 40 (Personal Information). The Director accountable for this role is Kathryn Halford, Director of Nursing. Her email address is [kathryn.halford@walsallhealthcare.nhs.uk](mailto:kathryn.halford@walsallhealthcare.nhs.uk) and contact number is 01922 721172.**

5. Are catheter passports\* used at all within your Trust?

**Answer: Yes**

6. Are catheter passports used for all patients within your Trust who are issued with a catheter, both in hospital and in the community?

**Answer: Yes**

7. If a catheter passport is used within your Trust, does it contain a urine colour chart?

**Answer: Yes**

8. Do you have a urine colour chart on every toilet door within each hospital?

**Answer: No**

9. How many district nurses are available on call within your Trust on a typical
- (a) weekday at 1am **Answer: 1 plus a driver**
  - (b) weekday at 1pm **Answer: 63 staff**
  - (c) Sunday at 1am **Answer: 1 plus a driver**
  - (d) Sunday at 1pm? **Answer: 24 staff**
- Answer: Please note that the District Nurses for question 9 will be on duty rather than on call.**

10. What visibility do your continence leads have of continence patients in the community?  
**Answer: Up to 8 clinics across the borough per week plus home visits.**

**057/15**

### **Number of Laboratory Investigations and cost**

Walsall CCG have referred me to yourself for the information requested under FOI (thereby inferring consent to release from their perspective). Their response is attached and I have attached the initial email containing the email and documents. If you cannot open the attached email, please get back to me.

Please note this is for the TOTAL number of investigations for PRIMARY CARE – DO NOT attempt to break it down by a diabetic clinical group

Please supply the data requested without restriction to diabetic datasets as most CCGs have been unable to do this. From other national datasets it is possible to extrapolate diabetic activity for tests that are not used exclusively for the diagnosis and/or treatment of diabetes i.e. please supply the TOTAL numbers of each of the tests carried out on behalf of the CCG.

The data is for PRIMARY CARE only.

If you know the prices for the current financial year April 2015 - March 2016 then please complete Data Set B as well.

#### Information on the Number and Cost of Diagnostic Test Services – PRIMARY CARE ONLY DATA SET A : 01/04/2014 to 31/03/2015

A CCG may receive\commission laboratory services from more than one laboratory provider.

- If the CCG receives services from a single laboratory please complete section A (page 2).
- If however the CCG receives services from multiple laboratories please copy and complete a section A for every laboratory provider. If you are unable to complete multiple “section As” then complete section A for your major laboratory provider.

Section A (complete a copy of this for every laboratory providing these services)

Name of CCG: **Walsall CCG**

Name of provider laboratory: **Walsall Healthcare NHS Trust**

Period of interest: 01/04/2014 to 31/03/2015 (inclusive). Financial year 2014-2015.

Please supply the total number of investigations, the unit price you paid and the total cost for:  
**Answer: We have entered the total number of times our laboratory has completed these tests/investigations for the time period requested.**

**With regards to Unit Cost and total cost for the financial year, our laboratory does not conduct any tests/investigations for any external agencies outside our Trust or Walsall**

**CCG.** As you know, our laboratory services are commissioned by Walsall CCG. The CCG provide their agreed amount to our Trust on an annual basis in order for our Trust laboratory to carry out this service for the whole year. As this information belongs to the CCG, we are not permitted to release it on their behalf.

We do not believe that it is even possible to breakdown annual funds by test/investigation as you request.

We have contacted Walsall CCG to see if they can provide Unit Costs and Total Costs as you request. You may have recently re-contacted them to ask them this question. We would recommend you contact Walsall Clinical Commissioning Group directly for this information if you have not already. Their Freedom of Information office can be contact

<b>Investigation</b>	<b>Number 2014-2015</b>	<b>Unit Cost £0.00</b>	<b>Total Cost in financial year £0.00</b>
<b>HbA1c</b> (glycated haemoglobin)	73,228	This is set by Walsall CCG, please contact them directly for this information.	This is set by Walsall CCG, please contact them directly for this information.
<b>Glucose</b> (plasma/serum, to include fasting and non-fasting)	55,628	This is set by Walsall CCG, please contact them directly for this information.	This is set by Walsall CCG, please contact them directly for this information.
<b>Renal Profile / Urea &amp; Electrolytes</b> Enter the profile data here -> If known, please indicate the tests in the renal profile: Sodium <b>yes</b> Potassium <b>yes</b> Chloride <b>no</b> Bicarbonate <b>no</b> Urea <b>no</b> Creatinine <b>yes</b>  <b>Or, if the tests are requested individually, please list below and supply the number, cost etc here for</b>  Plasma/serum potassium ->  Plasma/serum creatinine ->	235,534	This is set by Walsall CCG, please contact them directly for this information.	This is set by Walsall CCG, please contact them directly for this information.



Test 2.... Cont...			
<b>Ferritin</b>		<b>This is set by Walsall CCG, please contact them directly for this information.</b>	<b>This is set by Walsall CCG, please contact them directly for this information.</b>

Information on the Number and Cost of Diagnostic Test Services – PRIMARY CARE ONLY  
DATA SET B: 01/04/2015 to 31/03/2016

**Please note that this the current Financial Year**

A CCG may receive\commission laboratory services from more than one laboratory provider.

- If the CCG receives services from a single laboratory please complete section A (page 2).
- If however the CCG receives services from multiple laboratories please copy and complete a section A for every laboratory provider. If you are unable to complete multiple “section As” then complete section A for your major laboratory provider.

Section A (complete a copy of this for every laboratory providing these services)

Name of CCG: **Walsall CCG**

Name of provider laboratory: **Walsall Healthcare NHS Trust**

Period of interest: 01/04/2015 to 31/03/2016 (inclusive). Financial year 2015-2016.

Please supply the unit price you will pay for:

**Answer: With regards to Unit Cost the current financial year, our laboratory does not conduct any tests/investigations for any external agencies outside our Trust or Walsall CCG. As you know, our laboratory services are commissioned by Walsall CCG. The CCG provide their agreed amount to our Trust on an annual basis in order for our Trust laboratory to carry out this service for the whole year. As this information belongs to the CCG, we are not permitted to release it on their behalf.**

**We do not believe that it is even possible to breakdown annual funds by test/investigation as you request.**

**We have contacted Walsall CCG to see if they can provide Unit Costs for this year as you request. You may have recently re-contacted them to ask them this question. We would recommend you contact Walsall Clinical Commissioning Group directly for this information if you have not already. Their Freedom of Information office can be contact via email address; [foi@walsall.nhs.uk](mailto:foi@walsall.nhs.uk) or postal address: Jubilee House, Bloxwich Lane, Walsall, WS2 7JL.**

<b>Investigation</b>	<b>Unit Cost 2015 - 2016</b>
HbA1c	<b>£0.00</b>



Albumin yes/no Globulin yes/no GGT (gamma GT) yes/no  Or, if the tests are requested individually, please list below and supply the number, cost etc here -> Test 1.....  Test 2....  Cont...	.....?.....  .....?.....
Ferritin	

058/15

**Medical Locum/Agency Spend**

Under the Freedom of Information act 2000 I am writing to formally request the following information:-

1. Total amount the Trust spent on agency/locum doctors 2014/2015 (April – March)  
**Answer: We can confirm that our Trust spent a total of £1,696,239 for agency/locum doctors during 2014/15.**
2. For this information to be broken down by speciality and grade.  
Although our name is A&E Agency we cover all specialties.  
**Answer: Please note that we have been unable to split medical acute and medical planned spend so this figure covers both these specialties.**

	SPECIALITY	2014-15
<b>Consultants</b>	<b>A&amp;E</b>	<b>£89,087</b>
	<b>ANAESTHETICS</b>	<b>0</b>
	<b>CHILDRENS</b>	<b>£16,437</b>
	<b>GENERAL SURGERY</b>	<b>0</b>
	<b>MEDICAL ACUTE DIRECTORATE</b>	<b>£143,936</b>
	<b>ORTHOPAEDICS</b>	<b>0</b>
	<b>PATHOLOGY</b>	<b>£112,180</b>
	<b>RADIOLOGY</b>	<b>0</b>
	<b>WOMENS</b>	<b>£872</b>
<b>Consultants Total</b>		<b>£362,512</b>
<b>Junior Medical</b>	<b>A&amp;E</b>	<b>£588,020</b>
	<b>ANAESTHETICS</b>	<b>£13,841</b>
	<b>CHILDRENS</b>	<b>£210,214</b>
	<b>GENERAL</b>	<b>£15,610</b>

	<b>SURGERY</b>	
	<b>MEDICAL ACUTE DIRECTORATE</b>	<b>£244,758</b>
	<b>ORTHOPAEDICS</b>	<b>£17,347</b>
	<b>PATHOLOGY</b>	<b>£11,617</b>
	<b>RADIOLOGY</b>	<b>0</b>
	<b>WOMENS</b>	<b>£232,320</b>
<b>Junior Medical Total</b>		<b>£1,333,727</b>
<b>Grand Total</b>		<b>£1,696,239</b>

**059/15**

### **Staff Contact Details**

Could someone please have look at the following attachment and see if the details are correct, highlighting and changing any information in need of updating, and filling in any gaps if there are any?  
**Answer: Unfortunately, staff details below Director level are withheld under Section 40 (Personal Information). We can advise that the staff details displayed within your spreadsheet are actually incorrect. Perhaps we could provide you with Director information if you were to confirm which departments/divisions you require this information for. If this would be useful to you, please let us know.**

**060/15**

### **Resuscitate Orders**

I would like to submit a Freedom of Information Act request.

1) Does the trust record how many do not resuscitate orders it gives out on patients?

**Answer: No, this information is not recorded centrally on a specific system but held in patient records.**

2) If so, how many do not resuscitate orders has the trust handed out for each of the last three calendar years, as well as this year so far (2012, 2013, 2014 and 2015 to date)?

**Answer: Unfortunately, we do not record this data centrally on a system in order to provide you with this information.**

3) Please can I have a copy of your policy on do not resuscitate orders?

**Answer: Following your request for a copy of our DNR policy, please find this document attached. - (available upon request)**

**Please note that the policy states that a copy of each DNR form is forwarded for auditing purposes. The new DNAR Audit Forms were placed onto wards in September 2014 and the policy updated as a joint community and Trust DNAR policy. To allow staff to become familiar with the changes, the first audit was undertaken throughout April 2015. The audit findings have been submitted to Clinical Audit for analysis. We are presently discussing ways in which to audit the forms within the Trust.**

**061/15**

**Vans, LGVs and HGVs**

1. What is the total number of vehicles in the organisation's fleet?  
**Answer: 21**
2. How many of the vehicles are Vans or Light Goods Vehicles (LGVs)?  
**Answer: 21**
3. How many of the Vans and LGVs are leased, and who are the lease providers?  
**Answer: 21 vehicles are leased with Lex Autolease, Walsall Metropolitan Borough Council (WMBC) and Torton**
4. How many of the vehicles are Heavy Good Vehicles (HGVs)?  
**Answer: None**
5. How many of the HGVs are leased and who are the lease providers?  
**Answer: This is not applicable to our organisation.**
6. Are the Vans, LGV and HGV vehicles maintained in a garage owned and operated by your organisation? If so, how many?  
**Answer: No, none.**
7. If your organisation does not maintain your own vehicles, please provide the name(s) of the company or organisation which maintains each category of vehicle above.  
**Answer: Lex Autolease, WMBC and Torton**
8. Is there a contract in place for each type of vehicle maintenance? If so, please advise the date each contract was let and when each contract is scheduled to be reviewed?  
**Answer: There is no maintenance contract in place for each vehicle as maintenance is covered under each individual lease.**
9. How many does your organisation spend on vehicle fleet maintenance in a year?  
**Answer: Unfortunately, our system is limited in the amount of information we can enter as a description for a paid invoice. Due to this, the figure we provide may include the lease contract cost as well as vehicle maintenance costs. We can confirm that during 2014/15 financial year, our Trust paid approximately £81,482.97 to the companies mentioned in question 7.**
10. What is the name and title of the person responsible for vehicle/fleet procurement?  
**Answer: Individual staff details are withheld below Director level under Section 40 (Personal Information). The Director responsible for this service is Colin Plant.**

**062/15**

**Orthopaedic Surgical Site Surveillance**

Please answer the questions within the questionnaire with particular reference to trauma and orthopaedics in your hospital for the financial year 2013/2014.

**Answer: Please find the completed questionnaire attached. - (available upon request)**

063/15

## Compensation Claims Following Accidents/Injuries at Work

Under the freedom of Information Act 2000 I would like to request the following information:

1. How much money has been paid out to staff working at your trust through compensation claims following accidents/injuries at work during the period outlined below?

**Answer: Since March 2010 to March 2015, our Trust has paid £295,349 for employee compensation claims following accidents/injuries at work.**

Please provide this information broken down by the following financial years (with the totals for each financial year included).

**Answer: Please see below.**

2010/2011	<b>£58,471.91</b>
2011/2012	<b>£49,794.59</b>
2012/2013	<b>£42,605.87</b>
2013/2014	<b>£89,772.54</b>
2014/2015	<b>£54,704.09</b>

I am not requesting information for the year that the incident occurred, but the year that the payment was made.

2. Please provide the separate amounts paid out for each case, and any detail you hold relating to the reason behind the claim (i.e detail of the injury).

Please provide this information in electronic form to this email address, preferably in an excel document.

**Answer: Please see the table below. This is also attached as an excel spreadsheet as requested. - (available upon request)**

**Please note that any claims equal to or over £10,001 are paid by the National Health Service Litigations Authority. Claims below this figure, are paid by our Trust. Our Trust will pay an excess of £10,000 for any claims that are over £10,000.**

Type of Accident/Injury	Settlement Figure	Claimant Costs	CRU	Defence Costs	NHSLA Fee	Total Claim Cost	Total Paid by the Trust
Slip Trip and Fall	£4,300.00	£28,800.24	N/A	£1,727.00	£200.00	£35,027.24	£10,000.00
Slip Trip and Fall	£4,500.00	£6,600.00	N/A	£1,968.00	£200.00	£13,268.00	£10,000.00

Slip Trip and Fall	£4,250.00	£7,600.00	N/A	£502.20	£200.00	£12,552.20	£10,000.00
Hit by moving object	£2,250.00	£5,221.19	N/A	£713.86	£200.00	£8,385.05	£8,385.05
Slip Trip and Fall	£20,000.00	£8,500.00	N/A	£1,447.50	£200.00	£30,147.50	£10,000.00
Slip Trip and Fall	£4,500.00	N/A	£1,746.00	£265.24	£200.00	£6,711.24	£6,711.24
Sharps Incident	£1,000.00	£2,700.00	N/A	£78.06	£200.00	£3,978.06	£3,978.06
Hit by moving object	£2,100.00	£2,100.00	N/A	£630.42	£200.00	£5,030.42	£5,030.42
Slip Trip and Fall	£2,756.00	£3,600.00	N/A	£69.74	£200.00	£6,625.74	£6,625.74
Manual Handling	£2,050.00	£4,350.00	N/A	£26.51	£200.00	£6,626.51	£6,626.51
Scalded	£1,350.00	£4,500.00	N/A	£253.02	£200.00	£6,303.02	£6,303.02
Manual Handling	£1,500.00	£6,000.00	£3,563.46	£187.60	£200.00	£11,451.06	£10,000.00
Sharps Incident	£3,301.25	£13,000.00	N/A	N/A	N/A	£16,301.25	£10,000.00
Sharps Incident	£1,200.00	£3,375.00	N/A	N/A	£200.00	£4,775.00	£4,775.00
Slip Trip and Fall	£2,000.00	£3,150.00	N/A	£204.38	£200.00	£5,554.38	£5,554.38
Manual Handling	£1,500.00	£1,500.00	N/A	£65.06	£200.00	£3,265.06	£3,265.06

Slip Trip and Fall	£3,500.00	£5,300.00	N/A	£219.69	£200.00	£9,219.69	£9,219.69
Slip Trip and Fall	£12,000.00	£6,550.00	N/A	£560.29	N/A	£19,110.29	£10,000.00
Slip Trip and Fall	£6,279.84	£7,500.00	£400.00 Payment Fee	£514.96	N/A	£14,294.80	£10,000.00
Sharps Incident	£1,600.00	£3,800.00	N/A	£90.08	£200.00	£5,690.08	£5,690.08
Slip Trip and Fall	£1,050.00	£5,600.00	N/A	N/A	£200.00	£6,850.00	£6,850.00
Manual Handling	£5,250.00	£5,550.00	N/A	£265.72	N/A	£11,065.72	£10,000.00
Slip Trip and Fall	£1,000.00 + £15,000.00	N/A	N/A	N/A	N/A	£16,000.00	£10,000.00
Slip Trip and Fall	£3,530.00	£7,800.00	N/A	N/A	N/A	£11,330.00	£10,000.00
Physical Violence	£1,775.00	£3,500.00	N/A	£264.39	£200.00	£5,739.39	£5,739.39
Slip Trip and Fall	£10,600.00	N/A	N/A	N/A	N/A	£10,600.00	£10,000.00
Slip Trip and Fall	£2,000.00	N/A	N/A	N/A	£200.00	£2,200.00	£2,200.00
Sharps Incident	£1,750.00	£4,200.00	N/A	£186.04	£200.00	£6,336.04	£6,336.04
Sharps Incident	£1,000.00	£3,100.00	N/A	£158.05	£200.00	£4,458.05	£4,458.05

Slip Trip and Fall	£3,350.00	£5,500.00	N/A	£227.83	£200.00	£9,277.83	£9,277.83
Slip Trip and Fall	£6,500.00	£11,300.00 + £240.00	N/A	N/A	£200.00	£18,040.00	£10,000.00
Slip Trip and Fall	£5,250.00	£5,580.00	N/A	£341.83	N/A	£11,171.83	£10,000.00
Sharps Incident	£1,400.00	£5,000.00	N/A	£195.61	£200.00	£6,795.61	£6,795.61
Animal Bite	£10,000.00	£6,500.00	N/A	N/A	N/A	£16,500.00	£10,000.00
Barrier Incident	1237.78 + £1443.84	£500.00 + £2,039.83	N/A	£357.93	£200.00	£5,778.45	£5,778.45
Body Part Impacting with Moveable Object	£1,500.00	£3,250.00	N/A	£307.39	N/A	£5,057.39	£5,057.39
Sharps Incident	£1,000.00	£2,500.00	N/A	£75.02	£200.00	£3,775.02	£3,775.02
Slip, Trip and Fall	£5,290.00	N/A	N/A	N/A	N/A	£5,290.00	£5,290.00
Slip, Trip and Fall	£2,950.00	£5,000.00	N/A	N/A	N/A	£7,950.00	£7,950.00
Manual Handling	£1,700.00	£4,500.00	N/A	£176.64	N/A	£6,376.64	£6,376.64
Manual Handling	£2,171.42	£5,400.00	N/A	N/A	N/A	£7,571.42	£7,571.42
Slip, Trip and Fall	£2,150.00	£2,087.45	N/A	N/A	N/A	£4,237.45	£4,237.45

<b>Sharps Incident</b>	<b>£2,500.00</b>	<b>£3,100.00</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>£5,600.00</b>	<b>£5,600.00</b>
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**064/15**

**FOI Management Systems**

Please can you tell me what system you currently use in your organisation – for example, do you rely on an excel spreadsheet or access database, or do you have a separate system? If the latter, please can you confirm the name and provider of the system, how long you have had this system in place, and if it is a system which you would recommend (i.e. is it fit for purpose).

**Answer: Our FOIs are managed using an excel spreadsheet.**

**065/15**

**EPR systems**

If at all possible I would to like know the following:

- What system or systems is your hospital using for its electronic Patient record (EPR) platform today?

**Answer: Lorenzo and Orion**

- Did you purchase a new system under the former National Programme for IT (NPfIT)?

**Answer: Yes**

- If yes, what system did you purchase and when?

**Answer: Lorenzo**

- When was it installed?

**Answer: March 2014**

- Is it functioning as you intended?

**Answer: Yes**

- If not, why?

**Answer: This is not applicable to our organisation.**

- Are you satisfied with your system?

**Answer: Yes**

- If not, do you intend to replace it?

**Answer: This is not applicable to our organisation.**

- If you did not purchase a system on your own or under the NPfIT , do you now plan on purchasing an EPR system?

**Answer: This is not applicable to our organisation.**

- If yes, when do you plan to start an official procurement process? (i.e., this year, 2015, 2016, 2017, etc.)

**Answer: This is not applicable to our organisation.**

- How long do you expect your procurement process to take once started? (in months)

**Answer: This is not applicable to our organisation.**

- What is your budget for an EPR system? (in millions £'s)

**Answer: This is not applicable to our organisation.**

- Have you conducted any site visits to see already functioning EPR systems?

**Answer: Yes**

- If so, where and when?

**Answer: Between 2012-2014, please see the list of location below.**

**Morecombe Bay  
Worcester  
Aintree  
UH Biham  
Wolverhampton (RWHT)  
Birmingham Womens  
Derby**

- What is the main issue you are trying to solve with a new EPR?

**Answer: Interoperability and Single-Sing On**

- What factors are important in selecting a new EPR? (ex., “interoperability”)

**Answer: Functionality and interoperability**

**066/15**

### **Multiple Sclerosis**

I have a Freedom of Information request regarding Multiple Sclerosis – in your organisation, how many patients with Multiple Sclerosis have been treated with MS disease modifying drugs in the past 12 months?

1. Please provide the number of patients by treatment for the following drugs:

Aubagio (teriflunomide)  
Avonex (interferon beta-1a)  
Betaferon (interferon beta-1b)  
Copaxone (glatiramer acetate)  
Extavia (beta interferon-1b)  
Gilenya (fingolimod)  
Lemtrada (alemtuzumab)  
Rebif (beta interferon-1a)  
Tecfidera (dimethyl fumarate)  
Tysabri (natalizumab)  
Ampyra (Fampyra)  
Peginterferon beta-1a  
Others

**Answer: Unfortunately, our Pharmacy Department do not record patient conditions on their system in order to identify these patients and subsequently the drug treatments they received.**

**The following Multiple Sclerosis patients are supplied the drug treatments via prescriptions issued through the Queen Elizabeth Hospital. Patients eligible for other treatments are referred to the Regional Centre at the Queen Elizabeth Hospital to receive the treatment.**

<b>Avonex</b>	<b>10 patients</b>
<b>Rebif</b>	<b>18 patients</b>
<b>Betaferon</b>	<b>3 patients</b>
<b>Copaxone</b>	<b>13 patients</b>
<b>Tecfidera</b>	<b>11 patients</b>

2. Does your organisation have a protocol for new patients, and if so, please can you provide a copy?

**Answer: Yes, our Trust does have a protocol for new MS patients. Please find these documents attached as requested. - (available upon request)**

**067/15**

**Disposal of Medical Equipment**

I am looking into the purchase and disposal of medical equipment across the NHS. Please can you provide a list of medical equipment that was **disposed of** by the Trust in the year 2013/2014 and the revenue generated for these items. I do not need to know the name of the company or organisation that you used to dispose of your unwanted medical equipment, but please advise whether it was an 'auction house' or 'other method' . If items have been donated to charities (and so no revenue received) can you show those items separately please.

**Answer: Our Trust disposed of our medical equipment via an auction house. Please see the list below of items and the total revenue generated as requested.**

Equipment Disposed 2013-14	Number of Items
RF302 Electrosurgery analyser	1
Leica DMR Microscope	1
Stryker Camera Stack	1
Olympus CLH-SC Light Source	1
Pentax LH-150 II Light Source	1
EMS Therapy Unit	2
Lifepak 9P Defib	1
Pentax EG-2970K Videoscope	1
Graseby Syringe Pumps	4
Siemens Servo 300 vent	2
Smith and Nephew camera	2
TR5000 tourniquet	1
Philips 501P-2 foetal monitor	1
QA3 Patient trolley	1
Phototherapy light	1
Patient scales	7
Prisma dialysis machines	3
Shandon Histocentre	1
<b>Total Value</b>	<b>£5,245</b>

**068/15**

**Living Wage**

Could you please supply me with *the following information on payment of the living wage within the employer that you represent.*

[The living wage was raised in November 2014. Outside London it rose from £7.65 an hour to £7.85 an hour. In London, it rose from £8.80 an hour to £9.15 an hour]

- 1) On your most recent pay settlement date, did you pay at least the living wage prevailing at that time\* to your lowest paid directly employed staff?

**Answer: We are governed for payment of salary by the NHS Pay Review Body and have no control over what is paid. We recommend that you contact their FOI Office or the FOI office of NHS Employers directly for this information. The postal address for NHS Employers is 2 Brewery Wharf, Kendell Street, Leeds, LS10 1JR or their email address is; [enquiries@nhsemployers.org](mailto:enquiries@nhsemployers.org)**

- 2) Is it your policy to uprate minimum pay rates for your lowest paid directly employed staff to at least the living wage at every annual pay settlement?

**Answer: We are governed for payment of salary by the NHS Pay Review Body and have no control over what is paid. We recommend that you contact their FOI Office or the FOI office of NHS Employers directly for this information. The postal address for NHS Employers is 2 Brewery Wharf, Kendell Street, Leeds, LS10 1JR or their email address is; [enquiries@nhsemployers.org](mailto:enquiries@nhsemployers.org)**

- 3) Do you require contractors to pay the living wage whenever a new contract or contract renewal is signed?

**Answer: No – We do not use contractors.**

- 4) If you do not pay the living wage to directly employed staff at the current time, do you have an aspiration to pay it in the near future (within the next two years)?

Yes / No / Not Applicable **Answer: We are governed for payment of salary by the NHS Pay Review Body and have no control over what is paid. We recommend that you contact their FOI Office or the FOI office of NHS Employers directly for this information. The postal address for NHS Employers is 2 Brewery Wharf, Kendell Street, Leeds, LS10 1JR or their email address is; [enquiries@nhsemployers.org](mailto:enquiries@nhsemployers.org)**

- 5) If you do not require contractors to pay the living wage at the current time, do you have an aspiration to establish such arrangements in the near future (within the next two years)?

Yes / No / Not Applicable **We are governed for payment of salary by the NHS Pay Review Body and have no control over what is paid. We recommend that you contact their FOI Office or the FOI office of NHS Employers directly for this information. The postal address for NHS Employers is 2 Brewery Wharf, Kendell Street, Leeds, LS10 1JR or their email address is; [enquiries@nhsemployers.org](mailto:enquiries@nhsemployers.org)**

- 6) If you do not pay the living wage to directly employed staff, would you be minded to introduce a living wage if you were not subject to public sector budget cuts and / or government caps on pay settlements?

Yes / No / Don't Know / Not Applicable **We are governed for payment of salary by**

the NHS Pay Review Body and have no control over what is paid. We recommend that you contact their FOI Office or the FOI office of NHS Employers directly for this information. The postal address for NHS Employers is 2 Brewery Wharf, Kendell Street, Leeds, LS10 1JR or their email address is; [enquiries@nhsemployers.org](mailto:enquiries@nhsemployers.org)

7) Please state the name of the employer below:

**Walsall Healthcare NHS Trust**

8) If you have any further comments on answers to these living wage questions, please state below:

**No comments to add**

**069/15**

### **Avoidable Admissions**

Please may I make a Freedom of Information request to your Trust?

1) Name of a) your trust b) the hospitals in your trust

**Answer: Walsall Healthcare NHS Trust, Manor Hospital**

2) Does the hospital trust have a Major A&E Unit?

**Answer: Yes**

3) We would like to request the income retained by the commissioner (the CCG) as a result of funds withheld or 'defunded' from your Trust under the application of the 30% marginal emergency tariff in the following financial year of 2014/15?

**Answer: We can confirm the income retained in 2014/15 was £1.6m**

IF POSSIBLE PLEASE SUPPLY THIS INFORMATION BROKEN DOWN BY QUARTER eg Apr-June, June-Sept, Sep-Dec, Jan-Mar

4) How much money has the Trust been fined or had withdrawn/withheld for not meeting the percentage target for referral to treatment time of 18 weeks for patients in the following financial year of 2014/15?

IF POSSIBLE PLEASE SUPPLY THIS INFORMATION BROKEN DOWN BY QUARTER eg Apr-June, June-Sept, Sep-Dec, Jan-Mar

**Answer: In total, the CCG agreed to levy fines to a total of £1m; it is not possible to state how much of this related to Referral to Treatment Time targets.**

5) How much money has the Trust been fined or had withdrawn/withheld for not meeting the percentage target for A&E waiting time (4 hours) in the following financial year of 2014/15?

IF POSSIBLE PLEASE SUPPLY THIS INFORMATION BROKEN DOWN BY QUARTER eg Apr-June, June-Sept, Sep-Dec, Jan-Mar

**Answer: Please see the answer to question 4 above.**

6) How much money has the Trust been fined or had withdrawn/withheld for emergency readmissions of patients within 30 days of discharge in the following financial year of 2014/15?

IF POSSIBLE PLEASE SUPPLY THIS INFORMATION BROKEN DOWN BY QUARTER eg Apr-June, June-Sept, Sep-Dec, Jan-Mar

**Answer: All of this sum has been reinvested in the Trust so there has been no effective withdrawal of funds.**

**070/15**

### **Orthopedics & Arthroscopy**

I would like to request the following information relating to your current contractual obligations in Orthopaedics and Arthroscopy

Please can you supply the current contract status for the Trust supply of the following categories?

Primary knees | Revision knees | Primary hips | Revision hips | Trauma internal fixation | Trauma external fixation | Arthroscopic shaver blades | Radio Frequency Wands | Anchors.

Please include:

- Contract type (Tender, Framework Call off, Framework Mini Comp-Direct)
- Sole supply or multiple award
- Awarded supplier(s)
- Term
- Extension Option
- Start Date

- End Date
- Annual Contract Value

**Answer: Unfortunately, the link you requested we use to provide this information did not work when we came to use it. Please see the information below.**

**Primary Knees; Revision Knees; Primary Hips; Revision Hips**

- Framework mini-competition
- Knees - Sole supply (very small number of 2<sup>nd</sup> knee)
- Stryker
- Hips – Multiple award
- Stryker, Depuy, JRI
- 3years
- 1 year
- 01/06/12
- 28/02/16
- Approx £700k - £800k dependant on activity

**Trauma internal fixation; Trauma external fixation:**

- Mini-comp against a framework is currently at award stage so information is limited to:
- Contract to be awarded against Framework
- Multiple award
- Awarded Suppliers TBA
- Term – TBA
- Extension Option - TBA
- Start Date – TBA (imminent)
- End date – TBA
- Annual Contract Value - Approx £233k (based on pricing prior to award of new contract).

**Arthroscopic Shaver Blades:**

- Framework mini-competition
- Sole Supply
- Smith & Nephew
- 4 years
- 29/10/12
- 28/10/16
- Approx £48.5k

**Radio Frequency Wands:**

- Framework
- Sole Supply
- Arthrocare (Now TJ Smith & Nephew)
- 2 years
- 2 years
- 01/04/14
- 31/03/16
- Approx 48k

**071/15**

**Doctor and Nurse Recruitment**

Please find below a Freedom of Information request. I look forward to a response within 20 working days.

Q1. a) How many doctors did you recruit in 2014?

**Answer: The Trust recruited 214 (211.28 FTE) doctors during 2014.**

b) How many of those were recruited from countries other than the UK?

**Answer: We unfortunately, do not record information in relation to International recruitment sources so we are not able to provide this information.**

c) Which countries were they from?

**Answer: We unfortunately, do not record information in relation to International recruitment sources so we are not able to provide this information.**

Q2. a) How many doctors are you planning to recruit in 2015?

**Answer: Our Trust does not have any specific recruit plans/numbers for doctors in 2015. Our recruitment is generally dependent upon turnover and recruiting to vacant posts as they arise.**

b) How many of those are you looking to recruit from countries other than the UK?

**Answer: Please see the answer above.**

c) Which countries will they be from?

**Answer: Please see the answer above.**

Q3. a) How many nurses did you recruit in 2014?

**Answer: The Trust recruited 120 (105.09 FTE) Registered Nursing and Midwifery colleagues during 2014.**

b) How many of those were recruited from countries other than the UK?

**Answer: We unfortunately, do not record information in relation to International recruitment sources so we are not able to provide this information.**

c) Which countries were they from?

**Answer: We unfortunately, do not record information in relation to International recruitment sources so we are not able to provide this information.**

Q4. a) How many nurses are you planning to recruit in 2015?

**Answer: Our Trust plans to recruit 85-100 registered Nurses and 70-100 unregistered Nurses during this period.**

b) How many of those are you looking to recruit from countries other than the UK?

**Answer: 35**

c) Which countries will they be from?

**Answer: Italy and Greece**

**072/15**

**Intrusion Detection Systems or Intrusion Prevention Systems**

Can you tell me how you protect your network from cybercrime, specifically what Intrusion Detection Systems or Intrusion Prevention Systems (IDS/IPS) you have in place and how you keep your systems free from Malicious Software?

For all such systems, please mention the name of the manufacturer and cost at time of purchase as well as any associated support contracts as well as associated expiry dates that are in place.

**Answer: As with Anti-virus, our Trust does not release specifics in regards to security products.**

**We have an Enterprise wide solution which was purchased to protect our Trust from Cybercrime in 2012 with 5 years maintenance at a cost of £58,000. This is currently due to expire in July 2017.**

**073/15**

### **Foetal Remains**

Under the Freedom of Information Act 2000, I would like to request the following information, regarding the disposal of pregnancy remains (all pregnancy losses prior to 24 weeks)

- 1) How many times pregnancy remains were incinerated **with** clinical waste in:
  - 2012-3  
**Answer: We can confirm that our Trust did not incinerate any pregnancy remains with clinical waste during this time.**
  - 2013-4  
**Answer: We can confirm that our Trust did not incinerate any pregnancy remains with clinical waste during this time.**
  - 2014-5  
**Answer: We can confirm that our Trust did not incinerate any pregnancy remains with clinical waste during this time.**
- 2) How many “sensitive incinerations” of pregnancy remains (where the remains are packaged, stored and incinerated separately from other clinical waste) were carried out by the Trust in:
  - 2012-3  
**Answer: 151 products of conception without identifiable foetal remains were sent for single stream incineration during this time. No foetal tissue was incinerated.**
  - 2013-4  
**Answer: 130 products of conception without identifiable foetal remains were sent for single stream incineration during this. No foetal tissue was incinerated.**
  - 2014-5  
**Answer: 123 products of conception without identifiable foetal remains were sent for single stream incineration during this. No foetal tissue was incinerated.**
- 3) When a “sensitive incineration” is carried out, does the Trust have a policy on how the pregnancy remains are packaged before incineration (i.e. what receptacle are they placed in)? If so, could you provide me with details of that policy.  
**Answer: Please find attached a copy of our Standard Operating Procedure as requested. - (available upon request)**
- 4) For the total number of cases of incineration of pregnancy remains (whether non-sensitive, or sensitive), could you please provide a breakdown of how many parents:
  - Specified they wanted the incineration to occur  
**Answer: No products of conception where no foetal remains were identified have been processed by General Office for incineration**
  - Expressed no desire to be involved in the decision  
**Answer: No products of conception where no foetal remains were identified have been processed by General Office for incineration**
  - Did not express an opinion on the incineration within the 12 week timescale  
**Answer: No products of conception where no foetal remains were identified have been processed by General Office for incineration**

- Other

**Answer: No products of conception where no foetal remains were identified have been processed by General Office for incineration**

In each year.

5) The number of official complaints the Trust has received related to **any** aspect of pregnancy remains disposal – whether incineration, sensitive incineration, cremation (shared or individual), burial (shared or individual), mother deciding to take remains home – at any stage pre, during or post disposal, in the years:

- 2012-3      **Answer:      None**
- 2013-4      **Answer:      None**
- 2014-5      **Answer:      One**

If you keep a record of the complaints, I'd very much like to see a sample.

**Answer: We do keep a record of the complaints received. A summary of the complaint is below.**

Division/Department	Summary of Complaint
Maternity/Gynaecology	<p><b>Unhappy with the delay for an appointment for a termination of pregnancy.</b></p> <p><b>Concerns with how staff may or may not have disposed of pregnancy remains.</b></p>

**074/15**

**Reported Incidents (Request Closed)**

**075/15**

**End of Life Care**

Please may I make a Freedom of Information request to your Trust?

- 1) The name of your trust and the hospitals in your trust?

**Answer: Walsall Healthcare NHS Trust, Manor Hospital**

- 2) Does your trust run mandatory training in care of the dying/palliative care for the doctors and nurses you directly employ?

**Answer: In relation to Adults, the Specialist Palliative Care Team provide End of Life training update as part of a mandatory training programme to Nursing Staff and AHP's. This has been part of the programme for at least two years. The Team also deliver training to FY1 and FY2 Junior Doctor's as part of their training programme.**

In addition to this the Team have a number of Palliative Care Educational Programmes that are available throughout the year which include two day Palliative Care Foundation Programme and two day Communications skills training programme for Consultants besides bespoke training programmes delivered throughout the year.

The Community Children’s Nursing Service provides palliative care to children 7 days a week 08:00 – 16:30. End of Life care is provided 24 hours a day 7 days a week on an individual basis as the need arises. Staff volunteer to be on call 24 hours a day 7 days a week. Our Trust has access to the Paediatric Oncology Outreach Nurse (POON) at Birmingham Children’s Hospital if the child has cancer. Our Trust also has access to Acorns Children’s Hospice if the child is known to them.

3) How many of the doctors and nurses your trust directly employ have had training in care of dying/palliative care and how many have not?

Answer: Please see the table below.

Staff Group	Number of Employees In Post	Number of Employees who have Completed Relevant Training (Apr14 to Apr15)	Number of Employees who have not Completed Relevant Training (Apr14 to Apr15)
Medical and Dental	398	277	121
Nursing and Midwifery	1286	846	440
<b>TOTAL</b>	<b>1684</b>	<b>1123</b>	<b>561</b>

4) Does the trust have dedicated member of staff who deals with palliative care and support on shift for 24 hours a day? If no, please give details of when they are on shift?

Answer: For Adults, yes, our Trust has access to Specialist Palliative Care Advice 24 hours a day through a number of provisions:

1. Both Community and Hospital Specialist Palliative Care Services work seven day provision operating 9.00- 17.00 offering face to face care and support
2. Specialist Community Palliative Care Nursing Team also operate an on call advice and support service between the hours of 17.00-21.00 to support professionals.
3. Specialist In- Patient within St Giles Walsall Hospice provides telephone support between the hours of 21.00-09.00
4. In addition to this we have access within hours to our own Consultants in Palliative Medicine who are fully employed by Walsall available for support and face to face visiting both in hospital and community.
5. After 17.00hrs there is access to Consultant support and advice via an on-call Consultant Consortium provision between Walsall, Compton Hospice (Wolverhampton) and Dudley.

**With regards to Children's Services, our Trust does not have a dedicated Nurse available 24 hours a day.**

5) How many complaints in the following years has the Trust received relating to the end of life care/palliative care of a patient?

a) 2013 **Answer: None**

b) 2014 **Answer: Two**

c) So far 2015 **Answer: None**

6) Of the number of complaints above – just for the year of 2014 - what number were related to:

a) Communication that the patient is actually dying **Answer: One**

b) The patient or relatives was unaware that life-saving drugs had been withdrawn **Answer: N/A**

c) Care, including dignity, respect and privacy and pain relief **Answer: One**

d) Access to specialised support and information **Answer: N/A**

e) Lack of access to care through the night, at weekends and over holiday's periods **Answer: N/A**

7) What is the longest time (in days) one patient has remained in a bed at your NHS Trust due to delays in transfer of their end of life care to other services such as hospice care or moving home from April 2014 to April 2015?

**Answer: Unfortunately, this information is not recorded on our systems in order for it to be identified.**

8) What was the age of the patient (from question 9) and the reason for delay?

**Answer: Unfortunately, as mentioned above, we are not able to provide this information.**

**076/15**

**Allied Health Professionals**

I would like to request that you provide the following information under the Freedom of Information Act:

1) Please can you confirm what your total spend on Allied Health Professional (AHP) agency staff was during the financial year 2014-15?

**Answer: £520,420**

Can you please break this financial information down by AHP specialism:

- Arts Therapists,
- Chiropodist/Podiatrist,
- Dietician,

- Occupational Therapist,
- Physiotherapist,
- Prosthetist / Orthotist,
- Imaging Professionals,
- Speech / Language Professionals.

**Answer: Please see the table below.**

	2014-15 Spend (£)
Arts Therapists,	0
Chiropodist/Podiatrist,	18,676
Dietician,	139,949
Occupational Therapist,	97,886
Physiotherapist,	237,270
Prosthetist / Orthotist,	26,639
Imaging Professionals,	0
Speech / Language Professionals.	0

2) Please can you confirm the names of the organisation/s you procure temporary Allied Health Professionals (AHP) from?

**Answer: The list below details the agencies our Trust can contact in order to procure temporary Allied Health Professionals. This list has been provided to us via the Birmingham Cluster that our Trust is a member of.**

**Athona**  
**Atlantis**  
**Care 4 Health**  
**Day Webster**  
**HCL**  
**ID Medical**  
**Jennie Reeves**  
**Maxxima**  
**Medacs**  
**MedicsPro**  
**Mind Professionals**  
**Pertemps**  
**Piers Meadows**  
**Pulse**  
**Quality Locums**  
**RIG**  
**Sensible Locums**  
**Service Care**  
**The Placement Group**  
**TTM Healthcare**  
**Yourworld**

To provide additional clarity on my request, 'temporary Allied Health Professionals' is to mean all persons who are AHPs and are not on permanent contracts of employment with the Board, but are supplied via employment agencies.

**077/15**  
**Cancelled Operations Due to Patient Obesity**

Under the Freedom of Information Act 2000, I would like to request the following information:

1. How many operations have been cancelled due to obesity across your trust? (I.e. incidents where a patient was deemed too overweight to have surgery)

I would like the information in calendar years for:

2012

2013

2014

2015 (so far – broken down by month)

2. If possible, break down by

i) Elective operations

ii) Urgent operations

**Answer: Unfortunately, this data is not recorded as part of any national data sets so is not available.**

**078/15**

### **ICT Disposal**

Under the Freedom of Information Act 2000 (FOIA), I would like to request the following information about your IT disposal provision:

1. IT Estate

a. Who currently provides IT disposal for you?

**Answer: Our Trust currently has an agreement with Concept Management on an as and when required basis.**

b. Which re-seller provides your IT hardware?

**Answer: Dell / Switchshop / Coolspirit / Misco / Probrand / XMA**

c. Are you tied into a time bound contract with your incumbent IT Disposal Company?

**Answer: The agreement with Concept Management expires in 2015.**

d. When is your current contract due for review?

**Answer: December 2015**

2. Contacts

a. Who is responsible for ICT hardware disposal in the organisation and what are their contact details?

**Answer: Steve Darkes is the Director responsible for the disposal of IT equipment within the Trust. His email address is; [steve.darkes@walsallhealthcare.nhs.uk](mailto:steve.darkes@walsallhealthcare.nhs.uk) and his contact number is; 01922 721172.**

**079/15**

### **Cyber Attacks on Health Systems**

I am requesting information about cyber attacks.

By “cyber attack” I mean any unauthorised access to or deliberate disruption of a computer system or device owned or used by any health facility (including hospitals, clinics or administrative offices) and associated administrative offices under your responsibility.

1) How many (if any) cyber attacks have there been in the last five years since 1 January 2010?  
**Answer: One**

2) For each separate attack, please provide

a. The type of attack

**Answer: Ransomware**

b. The target of attack

**Answer: Single user only one PC infected.**

c. Any details you have as to the origin of the attack (country/IP address, etc.)

**Answer: This information is unknown.**

d. The type of information accessed (if any)

**Answer: No information as accessed, files were encrypted.**

e. Whether the attack was reported to police authorities

**Answer: No, the attack was not significant.**

f. Whether the attack was reported to the Information Commissioner’s Office

**Answer: No, the attack was not significant.**

g. Any internal measures taken as a result.

**Answer: A Root Cause Analysis (RCA) is being undertaken. Once the RCA is complete recommendations will follow and be implemented.**

**080/15**

### **Hypothermia Therapy**

Under the Freedom of Information Act, please could you supply a figure for the number of patients in Intensive Therapy Units in your Trust who were offered hypothermia therapy in (a) 2013/14 and (b) 2014/15? The relevant OPCS code is X51.1

**Answer: Following a search on our Clinical Coding system, we have not found any instances where this was offered to patients within our Intensive Therapy Unit (ITU). Our ITU Department do not record this separately either as this information would be written in patient records.**

**We can provide you with the number of patients who were provided hypothermia therapy but this would not be related to ITU. Please let us know if this information would be useful to you.**

Could you, in your response, please also explain how many of these patients in each year were cooled via Surface cooling and how many by non surface (invasive) cooling?

**Answer: Unfortunately, this is not centrally recorded on a specific system in order to provide you with the information.**

**081/15**  
**Contact Details**

I am writing to you under the Freedom of Information Act 2000 to request the following information from your organisation.

Contact details for the below public servants, please provide the information in the form below.

	Finance Director	Chief Executive	Information Governance Manager	Chief Clinical Information Officer	CIO	Head of IM&T
Name	Russell Caldicott (Interim)	Richard Kirby	Staff details below Director level are withheld under section 40 (Personal Information). The Director responsible for this role is Dawn Clift, Director of Governance	Please respond to our email to you on the 9 <sup>th</sup> June. If we do not hear from you within 12 weeks from the date of the email, you request for this information will be closed.	We do not employ anyone with this specific job title. However, believe that our Information Manager performs this role. Staff details below Director level are withheld under section 40 (Personal Information). The Director responsible for this role is Russell Caldicott, Interim Director of Finance	Staff details below Director level are withheld under section 40 (Personal Information). The Director responsible for this role is Steve Darkes, Director of Informatics
Direct Telephone number	01922 721172 ext6382 (Personal Assistant)	01922 721172 ext6263 (Personal Assistant)	01922 721172 ext6263 (Personal Assistant)		01922 721172 ext6382 (Personal Assistant)	01922 721172
Email Address	russell.caldicott@walsalthealthcare.nhs.uk	richard.kirby@walsalthealthcare.nhs.uk	dawn.clift@walsalthealthcare.nhs.uk		russell.caldicott@walsalthealthcare.nhs.uk	Steve.darkes@walsalthealthcare.nhs.uk
Postal Address	Walsall Healthcare NHS Trust, Manor Hospital, Moat Road, Walsall, WS2 9PS					

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under your Section 16 obligations, as to how I can refine my request to be included in the scope of the Act.

In any case, if you can identify ways that my request could be refined please provide further advice and assistance to indicate this.

**082/15**  
**Bariatric Surgery**

I am sending this request under the Freedom of Information Act To ask for the following:

1, Please give figures for the number of patients who have received bariatric surgery through your NHS Trust each financial year from 1st April 2013 to 31st March 2015. Please provide a breakdown by financial year.

**Answer: Please see the table below.**

Financial Year	Total Number of Gastric Band Operations Performed	Total Number of Gastrectomy Sleeves Operations Performed	Total Number of Gastric Balloon Operations Performed
2013/14	28	53	0
2014/15	31	63	0

**083/15**  
**Correspondence Turnaround Gargets**

Please see my request for information below.

1. Has the Hospital failed to meet any of its turnaround targets for clinical correspondence within the last 2 years?

**Answer: The Trust failed to achieve against the monthly outpatient letters target and the monthly Electronic Discharge Summary (EDS) target during 2013/14 and 2014/15.**

2. How many letters fall into this category?

**Answer: Outpatient letters month audit was based on a 3% sample size against a 95% target. Unfortunately, we are unable to quantify how many outpatient letters fell into this category. The target for EDS was 100% completion within maximum of 48 hours. Unfortunately, we are unable to quantify how many discharge summaries fell into this category.**

3. Has the Trust received any fines in the past 2 years as a result of delayed correspondence?

**Answer: Yes**

4. What was the total cost of these fines?

**Answer: Over the past 2 years, outpatient letter incurred a total fine of £95,000 and EDS incurred a total fine of £95,000.**

5. Within the last year, which departments have failed to meet their turnaround targets?

**Answer: Outpatient letters target and EDS target were not achieved in Medicine, Surgery and Women's, Children's and Clinical Support Services during 2014/15.**

6. How many days or weeks is the current backlog and in which departments?

**Answer: This information is not monitored corporately.**

7. How much does the Trust spend on bank or agency staff to populate correspondence in the past 2 years?

**Answer: Unfortunately, our Payment System cannot split spend down by tasks/duties. We can only provide spend for bank Medical Secretaries.**

**During 2012/13, our Trust spend was £16,546 on bank Medical Secretaries. During 2013/14, our Trust spent £43,545 on bank Medical Secretaries.**

8. How many hours overtime has the Trust asked staff to work to populate clinical correspondence in the last 2 years.

**Answer: Unfortunately, we are not able to identify this on our systems in order to provide this information.**

**084/15**

### **Hospital WIFI Facilities**

Under the Freedom of Information Act 2000 I would like to request the following information regarding Hospital patient and guest WiFi:

1. Which Hospitals/clinics/ facilities in your Trust have Guest and Patient WiFi?  
**Answer: All patient areas have Trust provided guest WiFi access.**
2. Of the hospitals with patient and visitor WiFi access, how many charge for the use / access of the WiFi?  
**Answer: There is no charge for any guest WiFi access.**
3. How much does each hospital charge for the Patient and Visitor WiFi? Please provide charges per hour, day, week, month and year.  
**Answer: There is no charge.**
4. To which company have you awarded the contract to provide guest / Visitor WiFi services?  
**Answer: Skanska under the PFI**
5. Who decides the charges: the trust, hospital or WiFi provider?  
**Answer: There is no charge.**
6. When was the wifi installed and how much were those installation costs?  
**Answer: December 2013. Broadbank Link £834 annually, WiFi control application £50,000 annual maintenance of £9,500.**
7. Who funded the installation? The WiFi provider, the trust or split between the two? If split, in what proportions?  
**Answer: The Trust funded the installation and provides the running costs.**
8. What is the annual running cost to provide visitor and patient WiFi per hospital?  
**Answer: approx. £10,000**
9. How much annual income (or losses) to each hospital are generated from WiFi charges?  
**Answer: No income is generated.**
10. How is income from patient/visitor WiFi service divided between the WiFi provider and the trust/hospital? E.g.; income above a certain figure goes to the trust / a percentage goes to the trust / no income is received nor are any costs borne by the trust?  
**Answer: No income is generated.**
11. How was the contract to provide patient/visitor WiFi awarded?

**Answer: Contract set up via PFI provider – Skanska under normal Trust SFIs**

12. How did you arrive at the decision to charge or not charge patients / guests a fee for the use of the WiFi?

**Answer: This was decided at our Trust Management Board.**

13. How were the fees arrived at?

**Answer: There are no fees/charges**

14. How was the contract to provide patient/visitor WiFi awarded? Was there a competitive a tendering process?

**Answer: Please see the answer to question 11 above.**

**085/15**

### **MFD and Printer Contracts**

Q1. Please can you confirm the following questions regarding your current MFD & Printer contracts? What are the start and end dates? Is there an extension period?

**Answer: MFD's are called off against a Framework and have individual lease periods, normally 5 years. There is no single term contract with an end date.**

Q2. How many MFD's do you currently have in use? How many printers do you have in use?

**Answer: Currently 26 MFD's and 1138 printers are recorded as being in use within our Trust.**

Q3. What makes, models and specifications do you have?

**Answer: MFD's: Xerox models: 55DCH; 45ADF; 232V\_FEN; C118; CV118VP\_U; C118VP\_UFS; 428DC; C20VB; M15MFD; C128V\_UT; C123V\_UT; 38ADF; 232V\_FTN; 5735N; 7346N; 7665V\_BX; 7545NFA; 9201VA**

**Please see the list of printer make and models below;**

<b>Brother 2920</b>
<b>Brother 8260</b>
<b>Brother 8360P</b>
<b>Brother C8370DN</b>
<b>Brother DCP 7030</b>
<b>Brother DCP7030</b>
<b>Brother HL-1450</b>
<b>Brother HL-3040cn</b>
<b>Brother HL-5140</b>
<b>Brother HL-5240</b>
<b>Brother HL-5340</b>
<b>Brother HL-5340D</b>
<b>Brother HL-5350DN</b>
<b>Brother MFC-6890CDW</b>
<b>Brother MFC-8460n</b>
<b>Brother MFC-8880DN</b>
<b>Brother MFC-J430W</b>

<b>Brother MFD-990</b>
<b>Brother QL-570</b>
<b>Brother Super G3</b>
<b>Brother TD-4000</b>
<b>Canon 9000</b>
<b>Canon Lide 100</b>
<b>Canon MF-4430</b>
<b>Canon MP240</b>
<b>Canon Pro 9000</b>
<b>Color Qube 9201</b>
<b>Colour QUBE9201</b>
<b>Copy Centre C118</b>
<b>Datamax E Class</b>
<b>Datamax M Series</b>
<b>Dell 1720DN</b>
<b>Dell 2330dn</b>
<b>Dell 2335DN</b>
<b>Dell Aill in One 966</b>
<b>Dell MFP-3115CN</b>
<b>Dymo 320</b>
<b>Easy Coper 4420</b>
<b>Epsom 2480</b>
<b>Epsom SX115</b>
<b>Epson AcuLaser C4000</b>
<b>Epson AcuLaser E4000</b>
<b>Epson Stylus D92</b>
<b>Epson SX125</b>
<b>HC 100</b>
<b>HP LaserJet P2055DN</b>
<b>HP 3600</b>
<b>HP AIO</b>
<b>HP Business InkJet 1000</b>
<b>HP Business InkJet 1200</b>
<b>HP Business InkJet 1200c</b>
<b>HP Colour LaserJet 2600n</b>
<b>HP Colour LaserJet 2605</b>
<b>HP Colour LaserJet 2605DN</b>
<b>HP Colour LaserJet 5550dn</b>
<b>HP Colour LaserJet 5550n</b>
<b>HP Colour LaserJet CP2025</b>
<b>HP Colour LaserJet CP2025dn</b>
<b>HP Colour LaserJet</b>

CP2025N
HP Colour LaserJet CP3505n
HP Colour LaserJet CP3525n
HP Colour LaserJet CP3525x
HP DeskJet 1220c
HP DeskJet 3845
HP DeskJet 4215
HP DeskJet 5150
HP DeskJet 5550
HP DeskJet 5740
HP DeskJet 5850
HP DeskJet 5940
HP DeskJet 6620
HP DeskJet 6940
HP DeskJet 6980
HP DeskJet 7000
HP DeskJet 840c
HP DeskJet 920C
HP DeskJet 930C
HP DeskJet 940c
HP DeskJet 960c
HP DeskJet 9800
HP DeskJet 990c
HP DeskJet F2180
HP DeskJet P2360
HP DJ 6000
HP DJ 6100
HP DJ 6600
HP DJ 6980
HP LaserJet 1010
HP LaserJet 1100
HP LaserJet 1100A
HP Laserjet 1150
HP LaserJet 1200
HP LaserJet 1200D
HP LaserJet 1300
HP LaserJet 1300N
HP LaserJet 1320
HP LaserJet 1320N
HP LaserJet 2300dn
HP LaserJet 2300I
HP LaserJet 2300N
HP LaserJet 2550L

HP LaserJet 2550LN
HP LaserJet 2600n
HP LaserJet 2605DN
HP LaserJet 3005d
HP LaserJet 3525N
HP LaserJet 3600n
HP LaserJet 3800DN
HP LaserJet 400
HP LaserJet 4000
HP LaserJet 401dn
HP LaserJet 4250
HP LaserJet 4250N
HP Laserjet 4250TN
HP LaserJet 5
HP LaserJet 5550
HP Laserjet 6980
HP LaserJet 7780 AIO
HP LaserJet 9040n
HP LaserJet CP2025
HP LaserJet CP2025DN
HP LaserJet CP2025N
HP LaserJet M401DN
HP Laserjet P2015d
HP LaserJet P2015dn
HP LaserJet P2015n
HP LaserJet P2015N`
HP LaserJet P2025DN
HP LaserJet P2055D
HP LaserJet P2055DN
HP LaserJet P2055n
HP LaserJet P3015DN
HP LaserJet P4014DN
HP LaserJet Pro M401DN
HP LaserJet Pro M401n
HP LJ 1300
HP LJ 1320N
HP LJ P2015N
HP LJ P2055DN
HP Office Jet Pro K550
HP OfficeJet 4500
HP OfficeJet 6000
HP OfficeJet 6100
HP OfficeJet 6310
HP OfficeJet 6310 AIO
HP OfficeJet 6410

<b>HP OfficeJet 6500</b>
<b>HP OfficeJet 6500A</b>
<b>HP OfficeJet 7000</b>
<b>HP OfficeJet 7210</b>
<b>HP OfficeJet 7310</b>
<b>HP OfficeJet 7480</b>
<b>HP OfficeJet 7580</b>
<b>HP OfficeJet 7780</b>
<b>HP OfficeJet G85</b>
<b>HP OfficeJet H470</b>
<b>HP OfficeJet L7580</b>
<b>HP OfficeJet L7780</b>
<b>HP OfficeJet Pro L7680 AIO</b>
<b>HP OfficeJet Pro L7780 AIO</b>
<b>HP Printer</b>
<b>intermec 4420</b>
<b>Intermec PX 4i</b>
<b>Intermec PX4i</b>
<b>Intermel PF8T</b>
<b>Kodak i1220</b>
<b>Kodak i320</b>
<b>Kodak I40</b>
<b>Kyocera FS-C5200dn</b>
<b>Lexmark 1320</b>
<b>Lexmark 2480</b>
<b>Lexmark 5700</b>
<b>Lexmark X5470</b>
<b>LP 2844</b>
<b>Microline 5521</b>
<b>Oki C5850N</b>
<b>Oki Microline 3321</b>
<b>Oki Microline 520</b>
<b>Oki Microline 521</b>
<b>Oki Microline 5520</b>
<b>Oki Microline 5521</b>
<b>Oki Microline Dot Matrix</b>
<b>Panasonic KX FP145</b>
<b>Pitney Bowes DI200</b>
<b>Samsung CLP-325W</b>
<b>Samsung CLP-600</b>
<b>Samsung ML3471ND</b>
<b>Samsung SF 5100</b>
<b>Sharp AL-1552</b>

Tally 2340
Tally T2340
TSC TDP-245
Xerox 272
Xerox 5735
Xerox 9203
Xerox C20
Xerox Copy Cen 245
Xerox Copy centre
Xerox MFD-232
Xerox Phaser 8400
Xerox Phaser 8560
Xerox WC 5755
Xerox WC7346
Xerox Work Centre 5735
Xerox Work Centre 7665
Zebra HC100
Zebra HC-100
Zebra LP-2844
Zebra LP-3842
Zebra TLP-3842
HP DeskJet 6122
Zebra TLP-3842

Unfortunately, we do not have a central record of the MFDs and printer specifications.

Q4. What is your current colour and mono volumes for MFD and printers PA?

**Answer: We do not record this information on an ongoing basis but in 2013/14 we estimated a total of 4.9million clicks on MFD's. Unfortunately, this is not monitored on printers so we are unable to provide this information.**

Q5. What is your MFD spend PA?

**Answer: Estimated at £76.5k per annum**

Q6. What is your printer spend PA including consumables and maintenance?

**Answer: Estimated spend on print consumables previously estimated at £265k per annum. However in late 2014 the Trust implemented a major reduction in colour printing and a move to remanufactured toner cartridges which will have a major impact on spend, possibly halving the spend - actual figures not currently available.**

**The Trust also purchases fewer printers than previously. Spend on printers for 14-15 was approximately £11.5k.**

Q8. Do you have mobile printing technologies and BYOD strategies?

**Answer: Our Trust does not have a BYOD strategy nor mobile printing technologies.**

Q9. Do you have a print room for high volume print or do you outsource? How many FTE staff?

**Answer: Our Trust outsource. Staffing details for this are not known by our organisation.**

Q10. Will you be using a framework for the next procurement or will you be doing your own procurement process? If yes, which framework?

**Answer: For MFD's the Trust is likely to continue using frameworks**

Q11. Will other public sector bodies be included in this procurement process?

**Answer: We are not able to comment on behalf of our public sector bodies. We recommend you contact them directly for this information.**

Q12. How many PC/Laptop users are on the network?

**Answer: 4840 users**

Q13. Do you have a strategy to digitise documents and print less?

**Answer: Our Trust does not currently have a strategy to do this, however we do ask employees to be mindful when they are printing ie. print in black and white, double sided and only print documents that are necessary. In terms of printing less, we encourage staff to display agendas and minutes/action logs on overhead projectors rather than print them for meetings.**

Q14. Do you have an ICT security policy which includes MFD's and paper documents?

**Answer: Our ICT Policy does not currently include MFDs and paper documents.**

**086/15**

### **Theatre Cancellations**

I wonder whether it would be possible for you to provide information regarding theatre cancellation figures and reasons for cancellation for your Trust for the period 01 April 2014 to 31 March 2015 and return this by 30 June 2015.

I have attached a list of categories of various reasons for cancellation and would be grateful if you could provide your Trust's data against each category for each month from Apr14-Apr15 on the individual worksheets within the document. I understand that some of your categories may differ to those attached but please advise where possible.

**Answer: Please find attached the completed spreadsheet as requested. - (available upon request)**

**087/15**

### **Business Intelligence and Data Quality**

I would be obliged if you could provide by email some information on the Trust's Analysis, Reporting and Data Quality Practises, namely;

1. What Department(s) within the Trust (if any) are responsible for the analysis and management of information and producing Business Intelligence/Performance Management Reports? (eg – eHealth/ICT/Other?)

**Answer: The principle departments responsible for analysis and management of patient information are the Informatics and Performance & Information teams. Other teams would also produce analysis of information, such as Finance and Human Resources.**

2. What are the current tools or softwares utilised by the Trust for the production of these reports? (eg – SAP/Crystal/Qlik/Microsoft/Cognos/etc?)

**Answer: The Trust uses the Microsoft BI Stack comprising of Microsoft SQL Server, Integration Services and Reporting Services in addition to Microsoft Excel and Access.**

3. Who is responsible for Data Governance within the Trust and is there an applied set of Data Quality Policies and Procedures?

**Answer: Staff details below Director level are withheld under Section 40 (Personal Information). The Director responsible for these departments is Russell Caldicott, Interim Director of Finance.**

**A new substantive Data Quality Team is now in place within the Trust. The Trust data quality policies and procedures are in draft at the moment. These are due to be ratified within the next few weeks.**

4. What is the appropriate route for suppliers to engage with the Trust on the above services in terms of procurement – Are any existing frameworks/preferred supplier lists in place and if so how can these be applied to? (eg – GCloud/Achilles/Other?)

**Answer: If our Trust was to seek services, any opportunities, depending of course on the anticipated value, through a quotation/tender process. Companies may register on our procurement process system if they would like to be considered for any tenders. Please see the link below.**

<https://in-tendhost.co.uk/walsallhealthcare/ahs/aspx/Tenders/Awarded>

5. Are you able to provide the names of department leads responsible for Business Intelligence and Data Quality within the Trust?

**Answer: Staff details below Director level are withheld under Section 40 (Personal Information). The Director responsible for these departments is Russell Caldicott, Interim Director of Finance.**

**088/15**

### **Cost of Finance Function**

Under a Freedom of Information request, your assistance in providing the following data for your Trust would be appreciated.

1. A diagram or organisation chart detailing the structure of the Finance directorate as at **31<sup>st</sup> March 2014**, specifically:

- a. The name of each department/section reporting to and including the office of Director of Finance/Chief Financing Officer

**Answer: Please find enclosed our Financial organisational structure dated November 2013 - (available upon request). Unfortunately, this is closest dated document we could locate in our files to your date request of 31<sup>st</sup> March 2014.**

b. The cost centre number of all departments/sections within the Finance directorate *A cost centre is normally recognised as a separate functional area to which costs are assigned within the organisation. Typically, I have seen that the costs and the staff working within the finance department, are split into the individual operating functions/specialties (management accounts, financial accounts payroll etc) with each having a unique code number to allow these costs to be traced in the finance and HR systems. The cost centre number is sometimes referred to as the "budget code".*

**Answer: The format of our cost centre number for all departments within our Finance Directorate is X-X-999, where X is alpha numeric and 9 numeric.**

- c. The job title of all positions within each department/section of the finance directorate (as detailed in part 1a above). Please note I do not require any personal information (such as incumbent names etc.).

**Answer: Please see the enclosed organisational structures as requested - (available upon request)**

- d. The grade (using the Agenda for Change descriptions) of all positions within each department/section of the finance directorate (as detailed in 1c above).

**Answer: Please see the enclosed organisational structures as requested - (available upon request).**

e. Details of whether each position (as detailed in 1c above) is occupied or vacant

**Answer: Unfortunately, vacant positions do not appear to be detailed within the organisational structures enclosed so we are not able to accurately provide this information.**

f. Details of the whole time/full time equivalent (WTE or FTE) status for each occupied position (as detailed in 1c above).

**Answer: Please see the enclosed organisational structures as requested - (available upon request).**

2. The total costs/expenditure incurred, as reported in the financial statements using the accruals principles, in providing the finance function for the Trust for the financial year ending **31<sup>st</sup> March 2014**, specifically:

a. The total cost/expenditure incurred of each department/section/cost centre of the Finance directorate (as described in parts 1a and 1b above). This cost should include all pay, non-pay (including costs for any Finance services outsourced to third parties) as well as depreciation costs as appropriate.

**Answer: Please see the table below.**

b. The total cost/expenditure incurred of the entire Finance directorate. This cost should include all pay, non-pay (including costs for any Finance services outsourced to third parties) as well as depreciation costs as appropriate.

If it helps, your response could be provided in a table matrix format similar to the one detailed below (but obviously represented by your own functions/cost centres within the Finance Directorate) and supported by a copy of your organisation chart for the Finance Directorate:

**Answer: Our Finance Department have one non-pay budget shared for the whole department rather than split between the functions. The pay & non-pay figures provided reflect actual expenditure to 31<sup>st</sup> March 2015. The non-pay total excludes depreciation, which is unavailable as we are not able to accurately identify this data from our systems at present. A full analysis of the total depreciation charge by department/function/specialty is conducted for reference cost purposes which is currently being undertaken.**

Function	Expenditure to 31.3.2014			MPE
	Pay	Non Pay	Total	
	£	£	£	
Financial Management	600,603	-	600,603	12.8
Costing & Contracting	284,679	-	284,679	6
Financial Accounting	341,386	-	341,386	8.42
Paymaster (payroll & crs)	426,546	-	426,546	14.36
Total Non-Pay	-	154,445	154,445	-
Internal/External Audit fees	-	256,572	256,572	-
<b>TOTAL</b>	<b>1,653,214</b>	<b>411,017</b>	<b>2,064,231</b>	<b>41.58</b>

**089/15  
Organisation Charts**

As part of the FOI act please could you provide the organisational chart for each hospital within the Trust detailing the names of Directors, Associate Directors, Heads of, and Managers for the departments below:

**Answer: Staff names below Director level are withheld under Section 40 (Personal Information). The Director's responsible for these departments are detailed below.**

**Exemption under Section 21 (Information Available by Other Means) has been applied to your request for organisation charts. These are accessible via our Publications Scheme on our Trust website. Please use the link below to access this information;**

<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>

- Operations

**Answer: Richard Cattell is our Chief Operating Officer.**

- HR

**Answer: Ken Hutchinson is our Interim Director of Human Resources.**

- Finance

**Answer: Russell Caldicott is our Interim Director of Finance.**

- Estates and Facilities

**Answer: Colin Plant is our Director of Estates and Facilities.**

- Commercial

**Answer: We have presumed you are relating to our Procurement Department. Russell Caldicott is our Interim Director of Finance.**

- Risk & Governance

**Answer: Jayne Ilic is our Interim Director for Corporate Affairs**

- Strategy & Commercial

**Answer: Daren Fradgley is our Director of Transformation and Strategy**

- Executive

**Answer: Richard Kirby is our Chief Executive.**

090/15

### Cost of Doctors and Nurses Supplied by Agencies

I am sending this request under the Freedom of Information Act to ask for the following information:

1. How much money was spent by your trust on agency doctors over the Bank Holiday weekend 23rd – 25th May 2015 (00:00 23rd May – 23:59 25th May)  
**Answer: £43,906.66**
2. How much money was spent by your trust on agency nurses over the Bank Holiday weekend 23rd – 25th May 2015 (00:00 23rd May – 23:59 25th May)  
**Answer: £15,786.61**
3. How much money was spent by your trust on agency doctors over the Bank Holiday weekend 24th – 26th May 2014 (00:00 24th May – 23:59 26th May)  
**Answer: £25,735.70**
4. How much money was spent by your trust on agency nurses over the Bank Holiday weekend 24th – 26th May 2014 (00:00 24th May – 23:59 26th May)  
**Answer: £17,074.99**
5. How much money was spent by your trust on agency doctors over the Bank Holiday weekend 25th – 27th May 2013 (00:00 25th May – 23:59 27th May)  
**Answer: £17,998.42**
6. How much money was spent by your trust on agency nurses over the Bank Holiday weekend 25th – 27th May 2013 (00:00 25th May – 23:59 27th May)  
**Answer: £27,168**
7. Please state the highest amount that your trust paid to an agency doctor for a single shift over the Bank Holiday weekend 23rd – 25th May 2015 (00:00 23rd May – 23:59 25th May), and total hours worked on that shift.  
**Answer: £1,056.09 for a 12 hr shift.**
8. Please state the highest amount that your trust paid to an agency nurse for a single shift over the Bank Holiday weekend 23rd – 25th May 2015 (00:00 23rd May – 23:59 25th May), and total hours worked on that shift.  
**Answer: £707.02 for an 8 hr shift.**
9. What is the total amount of money your Trust spent on agency doctors and nurses in the financial year 2014-15, and this financial so far.  
**Answer: Please see the table below.**

Category of Spend	Period	Total Spend
Agency Doctors	2014/15	£2,309,766
Agency Doctors	2015/16 (up to end of May15 only)	£497,085
Agency Nursing	2014/15	£4,119,566
Agency Nursing	2015/16 (up to end of May15 only)	£659,646

Please provide the information in an excel spreadsheet or another machine readable format / Please send me this information as electronic documents.

**Answer: This information is also provided in the attached excel spreadsheet as requested. - (available upon request)**

**091/15**

### **Spend on Agency Staff**

I would like to make a freedom of information request.

I would like to know how much the trust spent in total during the 2014-15 financial year –ending on 31 March 2015 – on contract and agency staff? If available, please split the figure by staffing group.

**Answer: Please see the table below.**

	£
Medical Staff	2,309,766
PTB	356,097
Nursing & Midwifery	4,119,566
Other Staff Groups	1,510,330
	<u>8,295,759</u>

Also, how much had the trust originally planned to spend on contract and agency staff during 2014-15? If available, please split the figure by staffing group.

**Answer: Unfortunately, our Finance Department do not record this information per staff group. It would be decided at budget report level by budget holder dependent on funding. As this is not centrally captured we are not able to provide this information.**

And what was your total staffing expenditure for the 2014-15 financial year – ending on 31 March 2015?

**Answer: Total staffing expenditure including all temporary staff for 2014/15 was £163,090,296.**

**092/15**

### **Lipid and Formulary**

I am writing to you to ask if you can provide me with the following information about your organisation:

1. Which person or which group of people are responsible for making decisions on the formulary position of lipid/cholesterol lowering drugs?

**Answer: Formulary Management Group/Joint Medicines Management Council**

2. When was the prescribing formulary for your organisation last reviewed?

**Answer: It is reviewed monthly – May 2015.**

3. How often is the formulary reviewed?

**Answer: It is reviewed monthly – May 2015.**

4. Approximately how long after NICE approval are new medicines added to the formulary document (in days/weeks)?

**Answer: 4-12 weeks depending on meeting schedules and priorities.**

093/15

## Operation Cancellations

### FREEDOM OF INFORMATION ACT REQUEST

1. In relation to the 2014/15 financial year please provide me with a complete and detailed list showing me the reasons you have recorded for all the last-minute cancellations of elective surgery for non-clinical reasons.

**Answer: The table below shows what we have to the level of detail held within our Information Services Department.**

Reason	Last minute hospital cancellations
Admin error	13
Anaesthetist unavailable	2
Critical care bed not available	16
Emergencies/ Trauma	3
Equipment failure/unavailable	9
List Overrun	25
Surgeon unavailable	7
Theatre staff unavailable	1
Ward bed not available	64
<b>Grand Total</b>	<b>140</b>

2. How many patients who died in 2014/15 while on a waiting list for elective surgery had previously during the 2014/15 year had that operation cancelled at the last minute (i) once, (ii) twice, (iii) three times, (iv) four times, (v) five times or more.

**Answer: We have not identified any last minute cancellations during 2014/15 with death noted as the closure reason on an access plan for the same patient. However, we are not able to confirm whether this is a true position as not all patients are on access plans.**

3. In relation to Q2 for the patient who died and had the operation cancelled the most times please state the broad nature of the surgery they had been waiting for?

**Answer: This is not applicable to our organisation.**

094/15

## Mental Health A&E

I would like to request the following information under the FOI Act. When I use the term 'due to mental health' below I mean attendances where the reason for the person's attendance is primarily related to their mental ill health or a health issue directly resulting from their disturbed mental health.

1. How many patients attended A&E due to mental health in each year covering the period financial year 2010-11 to 2014-15? Please break down the statistics into the number per financial year.

**Answer: Please see the table below.**

Financial Year	Number of Mental Health Patients Attending
2014/15	1016
2013/14	1286
2012/13	894
2011/12	739
2010/11	521

2. What percentage of total A&E attendances did patients attending for mental health account for in each year? Again please cover the period financial year 2010-11 to 2014-15 and break down the statistics into the number per financial year

**Answer: Please see the table below.**

Financial Year	% Number of Mental Health Patients Attending
2014/15	1.18%
2013/14	1.36%
2012/13	1.10%
2011/12	1.00%
2010/11	0.70%

3. What was the average wait for patients attending A&E due to mental health to have an initial assessment in each year 2010-11 to 2014-15?

**Answer: Please see the table below the information is recorded in minutes.**

Financial Year	Average Wait for Mental Health Patients in A&E
2014/15	15.19
2013/14	15.47
2012/13	12.68
2011/12	10.18
2010/11	17.61

4. What was the average wait for patients attending A&E due to mental health to be assessed by a specialist in each year 2010-11 to 2014-15?

**Answer: Please see the table below the information is recorded in minutes.**

Financial Year	Average Wait for Mental Health Patients in A&E
2014/15	77.31
2013/14	63.93
2012/13	79.20
2011/12	64.57
2010/11	69.15

5. How many patients attending A&E due to mental health received inpatient treatment as a result of their visit to A&E? Please list stats for each year 2010-11 to 2014-15.

**Answer: Please see the table below.**

<b>Financial Year</b>	<b>Number of Mental Health Patients Admitted</b>
<b>2014/15</b>	<b>90</b>
<b>2013/14</b>	<b>138</b>
<b>2012/13</b>	<b>101</b>
<b>2011/12</b>	<b>54</b>
<b>2010/11</b>	<b>29</b>

6. How many patients attending A&E for mental health were discharged without further treatment? Please list stats for each year 2010-11 to 2014-15.

**Answer: Please see the table below.**

<b>Financial Year</b>	<b>Number of Mental Health Patients Discharged without further Treatment</b>
<b>2014/15</b>	<b>637</b>
<b>2013/14</b>	<b>1011</b>
<b>2012/13</b>	<b>716</b>
<b>2011/12</b>	<b>615</b>
<b>2010/11</b>	<b>445</b>

7. Does your A&E have a psychiatric liaison service? If yes, when was this service established?

**Answer: Yes. 08:00-21:00, 7 days a per week. Established in April 2009.**

8. What proportion of total delayed transfers of care were related to mental health for each year between 2010-11 to 2014-15?

**Answer: With regard to delays in transfer – there is no guaranteed way of capturing this information within current systems. Referrals are made to the team with a KPI for 2 hours for urgents and up to 3 days for routine. Since the team has been in existence we have met every single KPI set by commissioners for assessment. Assessments are completed, recommendations are made and treatment prescribed for all patients referred so technically there are no delays in transfer due to mental health. What has happened on occasion is that a suitable placement has not been available or family have not made a decision on preferred place unfortunately, no accurate data is collected for this. With regard to transfer to the local Older People’s Mental Health Hospital the reason for delay is usually as a request for physical health investigations.**

9. Please provide copies of any correspondence sent from your trust chief executive to NHS mental health trusts, CCGs, NHS England or the Department of Health regarding pressures on your services linked to mental health in 2013-14 or 2014-15.

**Answer: Our Trust Headquarters have checked our electronic files since September 2013 and cannot find any correspondence relating to Mental Health from our Chief Executive to these organisations.**

**Correspondence over 2 years old would have been destroyed using confidential conditions. Any correspondence between June 2013 and August 2013 has been archived by the Information Communication & Technology (ICT) Department. If you would like our Headquarters to check this period as well for any of this correspondence, please let us know. We would be required to request access with the ICT Department in order to conduct a search which may take some time.**

**095/15**

**Helpdesk, Network and Desktop Support Services**

I wish to submit a freedom of information request relating to the following contractual information the organisation may hold with regards to the organisation's primary contracts relating to support services around help/service desk, desktop support and network support:

1. Help / service desk support:

The single point of contact between a service provider and users within an organisation. A typical service desk manages incidents and service requests, and also handles communication with the users.

2. Desktop support:

The technical services offered by a support organisation to a user(s) experiencing problems with their computers. Support may be on either hardware or software running on the affected computing device. Support may include but is not limited to installations, moves, adds, changes and disposition, and local remote services.

3. Network support:

The technical services offered by a support organisation to a user(s) experiencing problems with their network. Support may be on either hardware or software running on the affected computing device. Support may include but is not limited to installations, moves, adds, changes and disposition, and local remote services.

For each of the contract type above can you please provide me with the following information set out below:

1. Contract Type: Please choose from above the type of contract this is related to.
2. What is the Support for Hardware, Software or other please state?
3. Who is this supplier: If there is more than one supplier please input their contract information in another contract profile.
4. What is the annual average spend this can be over 3 or 5 years?
5. What is the duration of the contract please also include any extension periods?
6. When does the contract expire?
7. When will this contract be reviewed by the organisation?
8. Please can you provide me with specific contact details of the person responsible for reviewing/owner of each contract. I'd like their full name, job title, contact number and direct email address.

If there is more than one contract within the response please can you separate the information into a separate contract profile.

**Answer: Please find attached the complete spreadsheet as requested. - (available upon request)**

**096/15  
Ebola**

Can you tell me how much money your Trust has spent on specific training and specific equipment to treat patients with symptoms/cases of Ebola in the past two years (2014 and 2015) .

**Answer: Our Finance Department have only been able to identify the following spend in relation to this equipment during this time period;**

**Ebola Face Masks    £1,494  
Inflatable Doors    £4,970-however these have been returned and our Trust received a credit note in May 2015**

Can you tell me how many patients at hospitals in your trust in the past two years have shown symptoms of Ebola.

**Answer: Nil**

Can you tell me how many patients at hospitals in your Trust have been treated for Ebola during the past two years.

**Answer: Nil**

If your Trust has bought equipment to treat Ebola, can you specify what it includes, and what training has been given.

**Answer: Please see the list below.**

- **Fit mask training (external)**
- **Fit mask testing (internal)**
- **Face to face in house training on Ebola and precautions to clinical staff and additional sessions for admission areas**
- **Posters to raise awareness**
- **In house communications via Chief Executive update**
- **Training and information to Walsall General Practitioners also provided by our Trust's Infection Prevention and Control Team**

**Additional equipment included:**

- **additional FFP3 masks**
- **full Personal Protective Equipment body suits**
- **shoe covers**
- **sensitivity solution (for fit mask testing)**
- **plastic boxes (to store equipment in key areas)**
- **additional surgical masks**
- **additional gloves and aprons**
- **posters and guidance information**

**097/15  
Cancelled Operations**

How many operations have been cancelled under the codes/reasons:

MG/ OR - Pre-op guidance not followed

HQ/MB - Medically unfit

**Answer: Please see the table below.**

Year	Category	Number of Operations Cancelled
2012	MG/OR – Pre-op Guidance not followed	0
2012	HQ/MB – Medically Unfit	0
2013	MG/OR – Pre-op Guidance not followed	2
2013	HQ/MB – Medically Unfit	0
2014	MG/OR – Pre-op Guidance not followed	0
2014	HQ/MB – Medically Unfit	4
2015 (up to May15)	MG/OR – Pre-op Guidance not followed	0
2015 (up to May15)	HQ/MB – Medically Unfit	4

## 098/15 Anaesthesia

I would like to request information regarding the amount of anaesthesia products dispensed during 2013/14.

Please provide:

For the NHS year 2013/14, the number of units of each product dispensed by the trust pharmacy:

Sevoflurane

Isoflurane

Desflurane

Propofol

Where possible, could you please specify the type of unit (bottle, vial, etc.) and the volume or size?

**Answer: Please see the tables below. This information has also been entered into the spreadsheet as requested. Please note that this is usage data is not related to diagnosis.**

**Time period: NHS Year 2013/14**

Generic Name	Number of units dispensed by pharmacy dept.
Sevoflurane	889
Isoflurane	36
Desflurane	582

Propofol	17646
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Product	Description	Unit	Total
DESFLURANE	DESFLURANE (1 x 240mL)	BOTTLE	384
	DESFLURANE (6 x 240mL)	BOTTLE	198
<b>DESFLURANE Total</b>			<b>582</b>
ISOFLURANE	ISOFLURANE (1 x 250mL)	BOTTLE	14
	ISOFLURANE (6 x 250mL)	BOTTLE	22
<b>ISOFLURANE Total</b>			<b>36</b>
PROPOFOL	PROPOFOL 1g/100mL INFUSION (1 vial)	VIAL	2826
	PROPOFOL 1g/50mL SYRINGE (1)	SYRINGE	46
	PROPOFOL 200mg/20mL INJECTION (5 vial)	VIAL	14605
	PROPOFOL 500mg/50mL SYRINGE (1)	SYRINGE	169
<b>PROPOFOL Total</b>			<b>17646</b>
SEVOFLURANE	SEVOFLURANE (6 x 250mL)	BOTTLE	889
<b>SEVOFLURANE Total</b>			<b>889</b>

099/15

**Mental Health Agency Staff**

1) Please can you confirm what your total spend on temporary Mental Health staff was during the financial year 2014-15 for the below specialisms?

Can you please break this financial information down by:

- Mental Health Nurse
- Learning Disabilities Nurse
- Psychologists
- Psychological wellbeing practitioner
- Psychotherapist
- Counsellor
- High Intensity Therapist

**Answer: Our Trust spent £245,881 on temporary CAMHS (Child and Adolescent Mental Health Service) Nurses during this time period. Our system does not report any spend for the other roles during this time period.**

2) Please can you confirm the names of the organisation/s you procure temporary Mental Health staff from? Please also confirm the end date of any over-arching contractual arrangements that are in place with any of these organisations.

**Answer: We can confirm that if a Mental Health Agency Nurse is required we will contact all framework agencies used by the Trust. The agencies who provide these Nurses to our organisation are Medacs, Medicspro and Medbank. All these agencies are framework agencies and, therefore, there is no end date in contractual arrangements.**

100/15

**Mental Health Agency Staff**

Please can you confirm how many temporary Mental Health staff of the below specialisms, you have working on an agency basis at the time of this request (12th June 2015).

Can you please break this information down by specialism:

- Mental Health Nurse

- Learning Disabilities Nurse
- Psychologists
- Psychological wellbeing practitioner
- Psychotherapist
- Counsellor
- High Intensity Therapist

To provide additional clarity on my request, 'temporary Mental Health staff' is to mean all persons who are mental health staff and are not on permanent contracts of employment with the Trust, but are supplied via employment agencies.

**Answer: Our Temporary Staffing Department have confirmed that no shifts were booked for a Mental Health Nurse on the 12<sup>th</sup> June 2015. Please note though that role details are not a mandatory requirement in our electronic booking system.**

**Our Temporary Staffing Department do not make bookings for any of the other roles listed.**

**101/15**

**Fines/Penalties on PFI Providers**

I am sending this request under the Freedom of Information Act to ask for the following information:

Has your trust fined or issued penalties at any point on your PFI provider or facilities management company over the lifetime of the contract?

**Answer: Yes**

If so, when was it – please provide the month and the year?

How large was the fine or penalty and why was it made?

Please provide this information as a table

**Answer: Please see the table attached. Unfortunately, the reason for the fine/penalty is not recorded. - (available upon request)**

**102/15**

**Special Severance Payments to Former Employees**

I am writing to request information regarding special severance payments which have been part of compromise agreements approved for your NHS organisation.

Specifically I would like to know:

1.) How many special severance payments have been granted to your former employees in the 2013-14 and 2014-15 financial years?

**Answer: We can confirm that our Trust has not made any payments which have been part of a compromise agreement to former employees during this time.**

**We do however hold information on Mutually Agreed Resignation Scheme agreements with former employees during 2013, 2014 and 2015. If this information would be of use to you, please let us know.**

2.) Please provide a breakdown of each individual payment detailing:

- a. The value of the payment
- b. The length of service of the former employee.

c. The salary of the former employee.

Please state which organisation you are responding on behalf of.

**Answer: This is not applicable to our Trust as mentioned above.**

I am sending this request under the Freedom of Information Act to ask for the following information:

Has your trust fined or issued penalties at any point on your PFI provider or facilities management company over the lifetime of the contract?

**Answer: Yes**

If so, when was it – please provide the month and the year?

How large was the fine or penalty and why was it made?

Please provide this information as a table

**Answer: Please see the table attached. Unfortunately, the reason for the fine/penalty is not recorded. - (available upon request)**

**103/15**

**Theatre Staff**

1) Please can you confirm what your total spend on temporary Theatre staff was during the financial year 2014-15 for the below specialisms?

Can you please break this financial information down by:

- ODP (Operating Department Practitioners)
- Theatre Nurse
- Scrub Nurse
- Recovery Nurse

**Answer: Unfortunately, our system is limited in the amount of information we can enter as a description for a paid invoices. We can confirm that during 2014/15 financial year, our Trust paid approximately £466,780. We are able to breakdown the spend as below but not by role.**

**Temporary Theatres Spend 2014/15**

<b>Bank Qualified Workers</b>	<b>£286,785</b>
<b>Bank Health Care Assistants (HCAs)</b>	<b>£15,516</b>
<b>Agency Qualified Workers</b>	<b>£161,354</b>
<b>Agency HCAs</b>	<b>£3,125</b>

2) Please can you confirm the names of the organisation/s you procure temporary theatre staff from? Please also confirm the end date of any over-arching contractual arrangements that are in place with any of these organisations.

**Answer: As at the 16<sup>th</sup> June, we can confirm that our Temporary Staffing Department approach the following agencies for Nurses:-**

**Acton Banks**

**Arcadia**

**Arrows**

**BNA**

**Falcon**

**First Point**

**HCL**

**ID Medical**

**Kareplus**

**Last Minute Healthcare**

**Mayday**

**Medacs**  
**Medbank**  
**Medicspro**  
**Meridian**  
**MSI**  
**Nursing Personnel**  
**Plan B Healthcare**  
**Precedo**  
**Primera**  
**Pulse**  
**First Point**  
**Swiis**  
**Team 24**  
**Team Support**  
**Thornbury**  
**VIP Nursing**

We can confirm that the majority of theatre bookings are made with these agencies:-

**Team Support**  
**HCL**  
**Team 24**  
**MSI**  
**First Point Healthcare**  
**Precedo**  
**Medbank**  
**VIP Nursing**

**104/15**  
**Advanced Prostate Cancer Patients**

Within your organisation, how many patients have been treated for the following cancers and with the specified drugs within the last twelve months;

Please use the tables below for your convenience.

**Advanced Prostate Cancer**

<b>Therapy</b>	Abiraterone (Zytiga)	Cabazitaxel (Jevtana)	Docetaxel (Taxotere)	Enzalutamide (Xtandi)	Radium-223 (Xofigo)	Bicalutamide (Casodex)
<b>Patients</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>21</b>

**Answer: The figures above relate to patients treated for prostate cancer during 2014/15. Unfortunately, we are not able to specify which patients have advanced prostate cancer on our system.**

**105/15**  
**Nursing Bank and Agency Staff**

I am making a request under the Freedom of Information Act 2000 and ask that you provide me with further information on the supply of nursing bank and agency staff to your trust/authority from April 2014 to April 2015 to include the following information:

1 Total cost to the trust/authority (please differentiate amounts spent on bank and agency staff)

**Answer: We can confirm the total spend by our Trust during this period for Nurse Bank was £5,267,650 and Nurse Agency was £4,119,566**

2 Band

**Answer: During this time period, our Trust has paid bank and agency staff between bands 2 through to 7 depending upon specialty. Unfortunately, our Invoice Payment System does not record spend broken down by banding.**

3 Supplier/Agency

**Answer: Please see the information below.**

**Nursing - The agencies listed below are approached via our Temporary Staffing Department when an agency worker is required.**

**Our Trust's Temporary Staffing Department use the following agencies/suppliers for these roles; Falcon, HCL, ID Medical, Kareplus, Medacs, Medbank, Primera, First Point, Swiis, Team Support, Team 24, VIP Nursing, Acton Banks, Arcadia, Medicspro, MSI, Nursing Personnel, Precedo, Pulse, Mayday, Plan B, Last Minute Healthcare, Thornbury**

**If you require the spend broken down by this agencies, please let us know.**

4 Speciality of Nursing used

**Answer: RGN, Theatres, Mental Health, A&E, Chemotherapy, Paediatrics, Intensive Care Unit.**

**106/15**

**Theatre Staff**

Please can you confirm how many temporary theatre staff of the below specialisms, you have working on an agency basis at the time of this request (19th June 2015).

Can you please break this information down by specialism:

- ODP (Operating Department Practitioners)
- Theatre Nurse
- Scrub Nurse
- Recovery Nurse

To provide additional clarity on my request, 'temporary theatre staff' is to mean all persons who are theatre staff and are not on permanent contracts of employment with the Trust, but are supplied via employment agencies.

**Answer: As of 29<sup>th</sup> June 2015, our Temporary Staffing Department confirm the following bookings were made for shifts within Theatres on the 19<sup>th</sup> June 2015;**

- ODP (Operating Department Practitioners) **-No Shifts recorded**
- Theatre Nurse **-x5 shifts recorded (x2 shifts filled by bank workers and x3 shifts filled by agency workers)**
- Scrub Nurse **-No Shifts recorded**
- Recovery Nurse **-No Shifts recorded**

**107/15**

**Server Information**

I would like to submit a Freedom of Information Request relating to specific ICT contract(s) for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support which may include:

- Server Hardware Maintenance- contract relating to the support and maintenance of the's organisations servers.
- Virtualisation Licensing (VMware, Solaris, Unix, Linux, Windows Server)-
- Virtualisation Maintenance/Support (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the types of server ICT contracts above can you please send me the following data types:

1. Contract Title:

**Answer:**

**Server Maintenance - servers are maintained in contract for approx 4yrs, after manufacturer warranty expires (Total 7years)**

**SAN Maintenance – maintenance contract renewed annually**

**Network Maintenance – renewed annually**

**VMware Licensing - renewed annually**

2. Contract Type: Please input one the type of contract from above e.g. Hardware Maintenance, Virtualisation Licensing, Virtualisation Maintenance/Support, Storage Area Network Maintenance

**Answer:**

**Server Maintenance – Once Manufacturer maintenance expires we eTender for best cost cover**

**SAN Maintenance – Maintained with current supplier**

**Network Maintenance – Community sites Annually renewed with HP for Core Switches Only**

**VMWare Licensing – eTender done for best cost**

3. Existing/Current Supplier:

**Answer:**

**Server Maintenance - Insight**

**SAN Maintenance - ProAct**

**Network Maintenance - HP**

**VMware Licensing - Softbox**

4. Hardware Brand: Please state the hardware or software brand related to the contract with supplier e.g. Hardware Maintenance could be Dell, IBM etc

**Answer:**

**Server Maintenance - Dell**

**SAN Maintenance - NetApp**

**Network Maintenance - HP**

**VMware Licensing - VMware**

5. Operating System / Software(Platform): (Windows, Linux, Unix, VMWare etc.) the brand name relating to the contract.

**Answer:**

**Server Maintenance - Windows**

**SAN Maintenance - NetApp**

**Network Maintenance - HP**

## **VMware Licensing - VWware**

6. Annual Average Spend: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)  
**Answer:**  
**Server Maintenance - £12,000 inc VAT per annum**  
**SAN Maintenance - £90,000 inc VAT per annum**  
**Network Maintenance - £30,000 inc VAT per annum**  
**VMware Licensing - £31,000 inc VAT per annum**
7. Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.)  
**Answer:**  
**Server Maintenance – 12 months**  
**SAN Maintenance - 12 months**  
**Network Maintenance - 12 months**  
**VMware Licensing - 12 months**
8. Contract Expiry Date:  
**Answer:**  
**Server Maintenance – Mar 2016**  
**SAN Maintenance – Mar 2016**  
**Network Maintenance – Oct 2015**  
**VMware Licensing – Jun 2016**
9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)  
**Answer:**  
**Server Maintenance – Jan 2016**  
**SAN Maintenance - Jan 2016**  
**Network Maintenance – Aug 2015**  
**VMware Licensing – Apr 2016**
10. Brief Contract Description: I require a brief description of the service provided under this contract.  
**Answer:**  
**Server Maintenance - Hardware cover for Dell servers that are out of manufacture 3yr warranty**  
**SAN Maintenance - Hardware and support cover**  
**Network Maintenance - Hardware and firmware support**  
**VMware Licensing - Licensing upgrade and support**
11. Internal Contact: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.)  
**Answer: We do not release staff details below director level. This is withheld under Section 40 (Personal Information). Steve Darkes is the Director responsible for this service. His email address is; [steve.darkes@walsallhealthcare.nhs.uk](mailto:steve.darkes@walsallhealthcare.nhs.uk) and telephone number is 01922 721172.**

If there is more than one supplier for these contract can you please split the contract individually for each supplier. So the information above which I am requesting is for each supplier.

If this service is part of a managed contract please can you send me the contract information for this managed service including Hardware Brand, Number of Users, Operating System, and contact details of the internal contact responsible for this contract.

**108/15**

**Access Operating Theatres Policy**

Please can you send me the trust policy on who can access operating theatres, and any other policies relating to accessing operating theatres.

**Answer: Please find the policies attached as requested. - (available upon request)**

Please could you also send me your operating theatre access permissions list i.e. a list of people who can access operating theatres

**Answer: Please see the list below.**

**Consultants, FY1, FY2, Staff Grades, Anaesthetists, visiting Surgeons & Trainee Medics**

**Band 5, 6 & 7 Theatre and Ward Nurses**

**Band 5 & 6 ODP's**

**ODSW's level 2**

**HCA's level 2 & 3**

**Trainee ODP'S, Student Nurses, Paramedics**

**Radiographers**

**Theatre Stores Staff**

**Reps**

**Apprentices**

**Matrons, Divisional Directors, Directors, on site Managers**

**Infection control Nurses**

**Pharmacy Staff**

**External visitors i.e. CQC**

**109/15**

**Income from overseas patients from countries with reciprocal health agreements**

**INCOME FROM OVERSEAS PATIENTS FROM COUNTRIES WITH RECIPROCAL HEALTH AGREEMENTS**

- 1) Does the Trust know how much income it obtained from overseas patients residing in countries that do have a reciprocal health agreement with the UK, in the financial year 2013/14?

**Answer: Yes**

- 2) If the answer to (1) is 'yes', please state the figure.

**Answer: £25,962**

- 3) If the answer to (1) is 'yes', please state whether or not the Trust has published that figure in a public document. If so, please provide that document or a link to it.

**Answer: This information is not published specifically in a public document by our Trust.**

- 4) If the Trust has not published the figure in a public document, please state why it has not done so.

**Answer: There is not a requirement to specifically identify this income.**

**110/15**

**Cancelled operations**

Under the Freedom of Information Act 2000, I would like to request the following information from your trust:

1. How many operations have been cancelled over the last four calendar years to date? Please provide information for:

2012	<b>Answer: 185</b>
2013	<b>Answer: 254</b>
2014	<b>Answer: 134</b>
2015 (to date - by month)	<b>Answer: 63 (during January 2015 - May 2015)</b>

2. Please categorise this information into elective operations, and urgent operations.

**Answer: All cancellations reported above are elective.**

**111/15**

**Agency Spend**

I would like to ask:

What the trust's total agency spend was in 14-15 and 13-14?

**Answer: Our Trust's total agency spend is detailed below.**

<b>2014-15</b>	<b>£8,296,000</b>
<b>2013-14</b>	<b>£8,409,000</b>

Which agency staff framework has the trust used in this period?

**Answer: During this period, for Nursing agencies the H.T.E framework (via the Birmingham Cluster) was used. For Medical Locum Agencies during this period, the H.T.E framework has also been used since 1<sup>st</sup> June 2015, previously it was the CCS framework.**

How much of the spend in these years was "off-framework" and how much was on?

**Answer: In terms of Medical Locum Agencies, our Trust does not use 'off-framework' agencies so spend in terms of these staff is zero.**

**In terms of Nursing agencies, please see the table below.**

<b>Off Framework Nursing Agency Name</b>	<b>2013/14 £</b>
<b>GODIVAHEALTH</b>	<b>112,809</b>
<b>PLANBHEALTHC</b>	<b>9,155</b>
<b>ROBINRECRUIT</b>	<b>1,224,096</b>
<b>TEAMSUPPORTM</b>	<b>72,779</b>
<b>THORNBURYNUR</b>	<b>1,106,315</b>
<b>Total Off Framework Spend</b>	<b>2,525,153</b>

<b>Total On Framework Spend</b>	<b>5,883,847</b>
<b>Total Agency Spend</b>	<b>8,409,000</b>

<b>Off Framework Nursing Agency Name</b>	<b>2014/15 £</b>
<b>CLARRIOTS HEALTHCARE</b>	<b>26,831</b>
<b>PLANBHEALTHC</b>	<b>31,794</b>
<b>LASTMINUTEHE</b>	<b>475,292</b>
<b>TEAMSUPPORTM</b>	<b>7,518</b>
<b>THORNBURYNUR</b>	<b>1,323,859</b>
<b>VIP NURSING</b>	<b>52,620</b>
<b>Total Off Framework Spend</b>	<b>1,917,914</b>
<b>Total On Framework Spend</b>	<b>6,378,086</b>
<b>Total Agency Spend</b>	<b>8,296,000</b>

How much was spent with each “off-framework” agency?

**Answer: Please see the table above.**

How much money has the trust spent with Liaison/PWC or another company for a VAT-mitigating scheme over these yeats 2011-12, 2012-13, 2013-14 and 2014-15?

**Answer: Zero. Our Trust has not currently incurred any charges for the recent VAT saving initiative that has been arranged via the appointment of Liaison. The Trust has also not incurred any spend on agency VAT-mitigating scheme in financial years 2011-12, 2012-13 and 2013-14.**

**112/15**

#### **Delayed Transfer of care**

1. In the last financial year 14/15 how many separate patients were under your care in your hospital for the ENTIRE 12 months while they were categorised as a “delayed transfer of care” for the ENTIRE 12 months?

**Answer: We can confirm that no patients were under our hospital care for an entire 12 month period whilst categorised as a ‘delayed transfer of care’.**

2. Please state the month and the year that any patient referred to in Question 1 was first categorised as a delayed transfer of care patient?

**Answer: This is not applicable to our organisation.**

**113/15**

#### **Non-Fatal Gunshot Wounds**

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Please send me

**\*\*Amongst the patients treated by your hospitals in Financial Year 2005/6, FY2006/7, FY2007/8, FY 2008/9, FY 2009/10, FY10/11, FY11/12 FY12/13 FY13/14, how many each year were discharged after treatment for a gunshot wound?\***

In other words - I would like to know how many people were shot, but survived.

**Answer: This data has been obtained from our Clinical Coding System.**

<b>2005/06</b>	<b>3 patients</b>
<b>2006/07</b>	<b>2 patients</b>
<b>2007/08</b>	<b>4 patients</b>
<b>2008/09</b>	<b>4 patients</b>
<b>2009/10</b>	<b>5 patients</b>
<b>2010/11</b>	<b>2 patients</b>
<b>2011/12</b>	<b>1 patients</b>
<b>2012/13</b>	<b>3 patients</b>
<b>2013/14</b>	<b>4 patients</b>

**114/15**

**Databases (Response being finalised)**

**115/15**

**Organisation Charts (information available)**

Please can you reply with an organisational chart including the names, job titles and contact details (email or direct line) of all the divisional clinical managers/directors, deputies and general managers within the finance department

**Answer: This is exempt under Section 21 (Information available by other means). The structural chart can be accessed via our Trust website.**

A link to the relevant page is below;

<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>

Please note that we are currently updating the Finance Department organisation chart due to some recent changes. Once finalised, the updated version will replace the current on accessible on our website.

We do not release staff details below director level. This is withheld under Section 40 (Personal Information). Russell Caldicott is our Director of Finance. His email address is; [russell.caldicott@walsallhealthcare.nhs.uk](mailto:russell.caldicott@walsallhealthcare.nhs.uk) and telephone number is 01922 721172.

**116/15**

**Nasogastric Tubes**

I would be grateful if you could complete the attached file electronically and return the information by E-mail

**Answer: Please find attached the complete spreadsheet as requested. - (available upon request)**

**117/15**

**Management Structures**

Under Freedom of Information I would like to request the below:

- Full management structure (with names and job titles) of the organisation  
**Answer: This is exempt under Section 21 (Information available by other means). The structural chart can be accessed via our Trust website.**

**A link to the relevant page is below;**

<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>

- Full Management structure (with names and job titles) of the Estates and Facilities Department  
Answer:  
**Answer: This is exempt under Section 21 (Information available by other means). The structural chart can be accessed via our Trust website.**

**A link to the relevant page is below;**

<https://www.walsallhealthcare.nhs.uk/who-are-we-and-what-do-we-do.aspx>

**Unfortunately, we do not release staff details below director level. This is withheld under Section 40 (Personal Information). Colin Plant is our Director of Estates and Facilities. His email address is; [colin.plant@walsallhealthcare.nhs.uk](mailto:colin.plant@walsallhealthcare.nhs.uk) and telephone number is 01922 721172.**

- Spend on agency staff within your Estates & Facilities Department 2014-2015  
**Answer: We can confirm that our total spend on Agency staff within our Estates Division during this time period was £112,898.**

**118/15**

### **Serious Untoward Incidents**

A list of all serious untoward incidents in the calendar year 2015 so far, for each hospital site you cover.

I would like these broken down by hospital site if you cover more than one hospital.

I would like the details of each incident to include:

- a) the date it occurred (or, if this is not easily possible, the date it was declared)
- b) a description of the incident (I appreciate details of individual patients may need to be redacted, but would like as much detail as you deem possible, e.g. for example "a male patient aged 65", or "a female patient aged 60-65")
- c) the outcome of the incident (ie what negative consequences followed), and
- d) the outcome of the internal investigation into the incident, including whether any disciplinary action has been taken.

**Answer: Please see the enclosed spreadsheet detailing this information as requested - (available upon request).**