

## FOI Request Response information

FOI request reference:	2015/106
Date request received:	01/06/2015
Date request responded to:	09/06/2015
Category:	Service delivery
Tags:	Turnaround, targets, clinical correspondence, fines, backlog

### Request Detail:

Info re turnaround times for clinical correspondence

1. Has the Hospital failed to meet any of its turnaround targets for clinical correspondence within the last 2 years?
2. How many letters fall into this category?
3. Has the Trust received any fines in the past 2 years as a result of delayed correspondence?
4. What was the total cost of these fines?
5. Within the last year, which departments have failed to meet their turnaround targets?
6. How many days or weeks is the current backlog and in which departments?
7. How much does the Trust spend on bank or agency staff to populate correspondence in the past 2 years?
8. How many hours overtime has the Trust asked staff to work to populate clinical correspondence in the last 2 years.

### Response Detail:

1. Has the Hospital failed to meet any of its turnaround targets for clinical correspondence within the last 2 years? **No**
2. How many letters fall into this category? **n/a see answer to Q1**
3. Has the Trust received any fines in the past 2 years as a result of delayed correspondence? **n/a see answer to Q1**
4. What was the total cost of these fines? **n/a see answer to Q1**
5. Within the last year, which departments have failed to meet their turnaround targets? **n/a see answer to Q1**
6. How many days or weeks is the current backlog and in which departments? **n/a see answer to Q1**
7. How much does the Trust spend on bank or agency staff to populate correspondence in the past 2 years? **n/a see answer to Q1**

8. How many hours overtime has the Trust asked staff to work to populate clinical correspondence in the last 2 years. **n/a see answer to Q1**