

Executive Corridor
 Darlington Memorial Hospital
 Hollyhurst Road
 Darlington
 DL3 6HX
 Switchboard Tel: 01325 38 0100
 Foundation Trust Office: 01325 74 3625
 Corporate Records Office: 01325 74 3700

Request for Information Reference: 06.18.40

Direct line: 01325 743700
 Email: cdda-tr.cddftfoi@nhs.net

Email only

27 July 2018

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 29 June 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding clinical documentation. Specifically you asked for:

1) What is your turnaround time for patient letters? Within this, what is the length of time it takes for the letter to be typed and also the length of time before the letter is sent out?

Answer: For all services: the Trust is unable to provide the length of time from the letter being typed to the time it is sent out as we do not record this information.

The table below shows the number of days on average it takes from the time the dictation for the letter is uploaded to the time the typing is complete (upload to transcribed) and also the number of days on average from the time the letter is typed to the time the letter is approved by the clinician (transcribed to approved). The uploaded to approved shows the average total time taken.

**Trust level Dictation turnaround times - Average number of days taken
 May 2018**

Stage	Average number of days taken
Upload to Transcribed	3.7
Transcribed to Approved	3.4
Uploaded to Approved	7.1

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

Answer: Letters are sent electronically via email or directly within the Patient Management System; no hard copies produced. The only cost associated with this is the cost of an Administrator's time which we are unable to break down specifically.

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

Data changes on a daily basis so without a specified date within the question we are unable to provide an answer.

3b) Can you please provide the number of managers running each department/specialty?

Answer: One Line Manager.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer