

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: 12.19.33

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

Email only

21 January 2019

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 18 December 2019 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 re-coding or coding re-validation. Specifically you requested information as follows:

**1. *Have you audited your coding in the last year?***

Answer: Yes.

**2. *If so, what percentage of the records required re-coding or coding re-validation?***

Answer: Less than 5%.

**3. *How many e-referrals do you process - per month and year?***

Answer: 118,588 per annum (average of 9,882 per month).

**4. *How many ERS bookings are made - per month and year?***

Answer: 88,556 per annum (average of 7,380 per month).

**5. How many appointment cancellations are processed - per month and year?**

Answer: 231,364 per annum (19,280 per month) these are all cancellations, whether patient or hospital initiated, and cover New or Review appointments.

**6. Do you have an automated process for updating General Practitioner information changes?**

Answer: Yes.

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

Answer: N/A.

**8. How many whole time equivalent team members process incorrectly delivered letters?**

Answer: One member of staff receiving these (as one part of many other duties).

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



County Durham  
and Darlington

NHS Foundation Trust

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](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
Freedom of Information Officer