

Freedom of Information Request

Reference Number: EPUT.FOI.19.1370
Date Received: 18 December 2019

Information Requested:

Please could you provide the following information:

Have you audited your coding in the last year?

Codes within SystmOne are reviewed in line with National code changes as and when required e.g. with the introduction of Snomed

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

Unable to determine

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

We cannot provide this data because electronic referrals are not recorded in a format that can be extracted.

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

As per above

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

*Total Cancelled Appointments Jan-Dec 2019: 138,317

*Average Cancelled per month: 11,526

*These figures include an unidentifiable number of administrative system cancellations to enable the movement of an appointment between ledgers, which did not result in the patients known appointment being cancelled.

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

This is determined by the sharing preferences within the patient record which is guided using patient consent.

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

As above

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

No staff recruited specifically for this purpose.

- Please note that the above information applies to Community services only.
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Publication Scheme:

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<https://eput.nhs.uk>