

Freedom of Information Request: Our Reference CTHB_333_18

You asked:

Please could you provide me with some information under the Freedom of Information Act, in relation to the status of clinical documentation within the Health Board.

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?

We do not centrally record this information, this would vary throughout the directorates/hospital sites / clinics. Turnaround would depend on how many consultants and doctors the administrative staff are supporting, how many patients attend clinic etc. It would also depend on whether an individual is awaiting test results to go in the letter or if there are urgent letters which take priority.

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

We cannot provide a production cost as we this would require factoring in each individuals staff time. We can however provide the total postage costs for the Health Board which was £571,878. This includes postage for patient letters, appointments etc.

3) What departments/specialties of the Trust are not achieving their turnaround time targets? Can you please provide the number of managers running each department/specialty?

As per question one, we are unable to answer this element of your request. We do not centrally record or hold this information.