

Freedom of Information Request **19 285**

Our Reference: FOI 19 285 / AA / LB / PB
Name:
Date: 27th January 2020
Address:

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

Please could you provide the following information:

Have you audited your coding in the last year?

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

Humber Teaching NHS Foundation Trust ("the Trust") has completed a coding audit in the last year. The Audit report states that 316 entries were reviewed, 4 of which contained an error. Three were identified as coding errors and one non-coding error.

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

Within the Trust, CAMHS and Community Services are the only services that receive e-referrals.

CAMHS received the following e-referrals in the last calendar year:

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
422	296	294	348	299	343	380	165	273	381	401	387	3,989

Unfortunately, we are unable to provide the number of e-referrals in relation to community services as the Patient Record reporting does not differentiate between electronic referrals and those referrals that have been input by a staff member.

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

None

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

Below is the total number of cancellations recorded across all Trust services for 2019.

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	TOTAL
SystemOne	2264	1842	1711	2038	1791	1832	2000	1770	1886	2092	2035	1841	23102



Lorenzo	649	591	605	608	659	587	597	504	546	645	598	467	7056
TOTAL	2913	2433	2316	2646	2450	2419	2597	2274	2432	2737	2633	2308	30158

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

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

GP Practices receive all communications automatically from our Electronic Patient Record. This will include appointments, care plans, etc.

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

Undeliverable letters sent by the Trust are assigned to one staff member to open and return to the sender. It is estimated that this would be the equivalent of 0.03 WTE. This does not include the time taken within the sending teams to look at why the letter was not delivered. We are unable to estimate the time taken by the sending team to complete this task.

Kind regards,

Freedom of Information Team

Humber Teaching NHS Foundation Trust

Mary Seacole Building

Willerby Hill

Willerby

HU10 6ED

<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>



www.humber.nhs.uk



Caring, Learning and Growing

