

Ref: FOI/GS/ID 5910

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

29 July 2020

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the Information Department.

You asked:

- 1. Have you audited your coding in the last year?*
- 2. If so, what percentage of the records required re-coding or coding re-validation?*
- 3. How many e-referrals do you process - per month and year?*
- 4. How many ERS bookings are made - per month and year?*
- 5. How many appointment cancellations are processed - per month and year?*
- 6. Do you have an automated process for updating General Practitioner information changes?*
- 7. If not, how are the updates managed and what is the average delay in the updating process?*
- 8. How many whole time equivalent team members process incorrectly delivered letters?*

Trust response:

1. The last clinical coding audit was carried out in March this year.
2. The primary diagnosis was 99.5% correct and the primary procedures were 98.7% correct. There were 2 sets of casenotes that were unsafe to audit.
3. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the following link with instructions:

<https://digital.nhs.uk/services/e-referral-service/reports-and-statistics/appointment-slot-issue-reports>

The data is available under the heading “Appointment Slot Issues” but includes the total number of bookings too.

Open each monthly file in turn.

In each spreadsheet, open the tab labelled ‘Table 2’.

In the column headed ‘Provider’ select ‘Maidstone and Tunbridge Wells NHS Trust’.

4. The number of first (new) outpatient appointments (as opposed to follow-up appointments) attached specifically to ERS referrals, counting every cancelled, attended and non-attended appointment according to the month of the appointment is as follows:

Year	April	May	June	July	August	September	October	November	December	January	February	March	TOTAL	Average per month
2019/2020	4696.00	5104.00	5191.00	5760.00	5117.00	5499.00	5855.00	5637.00	5277.00	6129.00	6237.00	6799.00	67301.00	5608.00

5. The number of outpatient appointment cancellations, including both first (new) and follow-up appointments, for all types of referrals (including ERS) according to the appointment date is as follows:

Year	April	May	June	July	August	September	October	November	December	January	February	March	TOTAL	Average per month
2019/2020	15221.00	15419.00	14983.00	16732.00	15051.00	16010.00	16638.00	14686.00	14575.00	15252.00	14823.00	20902.00	190292.00	15858.00

6. No

7. For patients attending an outpatient appointment who receive a letter a copy of their demographics is included and they are asked to confirm we hold the correct information when attending. At Tunbridge Wells Hospital for those checking in using the kiosk they are also asked to confirm these details. For all other patients Staff should be checking at each point of contact and updating the PAS system.

8. None