

Compliance Team – Health Records

Kestrel House
Hellesdon Hospital
Drayton High Road
Norwich
Norfolk
NR6 5BE

Tel: 01603 421687
Fax: 01603 421411

FOI REQUEST NUMBER 153 2015

Request:

1. Has the Hospital failed to meet any of its turnaround targets for clinical correspondence within the last 2 years?
2. How many letters fall into this category?
3. Has the Trust received any fines in the past 2 years as a result of delayed correspondence?
4. What was the total cost of these fines?
5. Within the last year, which departments have failed to meet their turnaround targets?
6. How many days or weeks is the current backlog and in which departments?
7. How much does the Trust spend on bank or agency staff to populate correspondence in the past 2 years?
8. How many hours overtime has the Trust asked staff to work to populate clinical correspondence in the last 2 years?

Response:

1. This information is not recorded.
2. This information is not recorded.
3. Nil
4. N/A
5. N/A
6. This information is not recorded.
7. We do not breakdown agency staff spend into specific roles so we are unable to provide this information.
8. We do not record this information.