



Ref: FOIA Reference 2020/21-456

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 25th January 2021

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 15th January 2021 requesting information under the Freedom of Information Act (2000) regarding clinical coding.

On 18th January 2021 we contacted you via email as we required clarification on the following: We require clarification on what you mean by "*patient administration across the Trust*" this is too wide therefore please define this more specifically.

On 10th January 2021 you replied via email with the following:
"In regards to patient administration, the questions refer to all admin associated with patient management. As stated below this can include managing appointments and patient updates or communication.

Third party provider could be System C. How long is your contract with the third party and what is the value?

For non-clinical staff, how many admin staff who are NOT a clinician are involved in patient admin?"

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in question 10 is not held centrally, but may be recorded in individual departmental/divisional records. In order to confirm whether this information is held we would therefore have to individually access all departmental/divisional records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all departmental/divisional records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just the questions that we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

- Q1 I would like to find out some information about the clinical coding and patient administration service.**
- 1. How many staff do you have in your clinical coding department?**
- A1 At UHNM we have 45.4 whole time equivalents. This includes admin support, coders and coding management (Head of Department, trainer, auditors and team leaders)
- Q2 How many non-clinical staff are involved in clinical coding?**
- A2 As per answer 1
- Q3 What clinical coding software or automation tool do you use? If 3rd party, please state.**
- A3 3M Healthcare Medicode software
- Q4 If you have a 3rd party providing you with clinical coding service, what is the term of the contract, contract value and start and end dates?**
- A4 3 year contract
- £314,113.77
 - From 01/01/2021 to 31/12/2023
- Q5 What finance system/s do you use for clinical coding?**
- A5 We don't use a finance system
- Q6 Which board Executives are responsible for the clinical coding function, please include names and contact details?**
- A6 Chief Financial Officer: Mr Mark Oldham. Please note that all Trust emails are in the following format. Fistname.lastname@uhnm.nhs.uk
- Q7 How much did the Trust spend on consultancy relating to clinical coding last year?**
- A7 No expenditure
- Q8 Is patient administration (appointment bookings, queries, etc) provided in house or a 3rd party?**
- A8 In-House
- Q9 If a 3rd party provides patient administration, please confirm the organisation(s) including the term of the contract, contract value and start and end dates.**
- A9 Not applicable
- Q10 How many non-clinical staff are involved in patient administration across the Trust?**
- A10 Section 12 exemption as detailed above.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

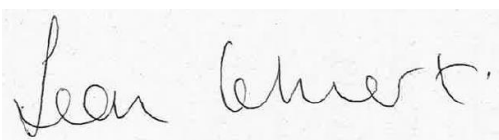
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,





**University Hospitals
of North Midlands**
NHS Trust

Jean Lehnert
Data, Security & Protection Manager

