



**East London**  
NHS Foundation Trust  
**Information Governance**  
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8 November 2024

**Our reference: FOI DA5650**

I am responding to your request for information received 15 October 2024. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Question 1: How is waitlist validation carried out in your Trusts? Please select one of the following options: Manually / Semi-automated / Automated.**

**a. If your response was semi-automated or automated, which tools do you use? Please specify the types of tools or software used.**

**Answer:** Manually - The process of validation of waiting lists relies on individual teams monitoring waiting list reports that have been published on the Power Business Intelligence (BI) Platform or Reporting Services Portal, or local clinical systems such as Primary Care EMIS. Administrators routinely sense check the reports to manage and prioritise referrals and waiting lists, often with input from clinical staff to ensure records are updated accurately in a timely manner each day on our clinical records system.

**Question 2: How many FTEs currently work on waitlist validation and what band are they? Please specify the number per band.**

**Answer:** In East London (EL) & Bedfordshire & Luton (B&L): This varies from service to service, and the Trust does not routinely collect such information nor is the Trust in a position to report on this data.

For Children and Adolescent Mental Health Service (CAMHS): This varies across the different CAMHS services. In some areas local performance coordinators will take the lead on waitlist validation for their service, and in others the Administration Leads support with this. In both scenarios they will liaise with the clinical teams to discuss any potential data quality issues. The Performance Team supports with mid-month and end of month summaries on any potential waiting list breaches.

**Question 3: How has your FTE count working on waitlist validation increased in the past 2-3 years? Please provide an estimate if you do not have the exact number.**

**Answer:** The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

**Question 4: In the past 12 months, approximately how long has the waitlist validation process taken? Please provide an estimate if you do not have the exact number.**

**Answer:** The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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**Question 5: What data quality issues have been identified the most frequently as part of the waitlist validation process? Please select those that apply from the list below:**

- a. Decision to admit but no waiting list entry
- b. Missing waiting list or pathway information (e.g. due date, intended procedure)
- c. Patients on an admitted waiting list without an active RTT (Referral to Treatment Pathway) clock
- d. Past TCI (To Come In) dates
- e. Potential duplicates
- f. Other - please specify

Answer: EL: In most cases, this is due to a lack of capacity within the service pathways, as well as holding on to the caseload for medication titration to reduce the burden on GPs. Additionally, there may be instances where the person was seen, or the intended activity was carried out, but it was not recorded in the appropriate place in the system, which likely aligns with option B.

B&L: Lack of capacity with staffing levels in services and capacities, but predominately recording issues from Health Care Professionals (HCPs) including outcoming appointments. Therefore I would suggest this aligns with option B.

CAMHS: The data quality issues that are identified would mostly come under option f - other. This would include activity that has taken place but not been recorded, activity that has not yet received an outcome, or where direct activity has been recorded as indirect in error.

**Question 6: What are your current approaches to linking data? Please select one of the following options: Manually or semi-automated / Automated**

Answer: Automated systems.

**Question 7: What is the proportion of data linkage that is manual and automated? Please provide an estimate if you do not have the exact number.**

- a. If automated, what tools are used? Please provide the name of the tools.
- b. If manual, what tools are used e.g. R, data bricks? Please provide the name of the tools.

Answer: The Trust's data linkage is 100 percent automated and does not use any tools relevant to your query.

**Question 8: Currently, is the data linking process cumbersome? Please select one option: Yes/No**

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:  
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*(b) if that is the case, to have that information communicated to them.*

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**Question 9: And does it take away from people's everyday role? Please select one option: Yes/No**

Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

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