

Mr Clive Townsend

Dear Mr Townsend

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 19 December 2019.

I am pleased to confirm the following.

**Have you audited your coding in the last year?
If so, what percentage of the records required re-coding or coding re-validation?**

Please see attached

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

Please see attached

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

Please see attached

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

Please see attached

**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?**

Yes, once the patient updates their GP changes it is automatically changed through the National Spine.

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

The Trust does not hold this data.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Aimee Moore
Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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