



Ref: FOIA Reference 2021/22-498

Date: 14th February 2021

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 4th January 2022 requesting information under the Freedom of Information Act (2000) regarding Patient Access Portal.

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 Dear FOI Team at [Authority name],

We are currently updating data on your trust's Patient Portal / Patient Access Portal systems.

Can you please complete the fields below with what you currently hold?

Please enter 'No System Installed' under supplier name if your trust does not use the system:

- **System type - Patient Portal**
- **Supplier name -**
- **System name -**
- **Date installed -**
- **Contract expiration -**
- **Notes - e.g. we are currently out to tender**
- **Is this contract annually renewed? - Yes/No**
- **Do you currently have plans to replace this system? - Yes/No**

A1 See below:

- System type - Patient Portal
- Supplier name – Careflow
- System name – Graphnet Patient Health Record
- Date installed – went live August 2021
- Contract expiration – unknown - contract held by Integrated Care System (ICS)
- Notes – none
- Is this contract annually renewed? - unknown - contract held by ICS
- Do you currently have plans to replace this system? - unknown - contract held by ICS

Q2 System type - Patient Access Portal

- **Supplier name -**
- **System name -**
- **Date installed -**
- **Contract expiration -**
- **Notes - e.g. we are currently out to tender**
- **Is this contract annually renewed? - Yes/No**
- **Do you currently have plans to replace this system? - Yes/No**

System definition:

Patient Portal / Patient Access Portal – It is a secure online portal/website to access personal health information. The online tool allows patients to log in and access elements of their electronic record (appointments, test results, billing, prescriptions etc.) or communicate with their health professionals.

A2 As Question 1. System holds appointment details and appointment letters only.

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

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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.

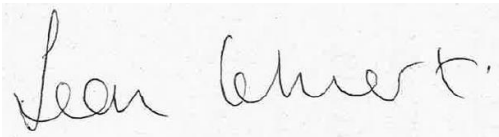
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



Jean Lehnert
Data, Security & Protection Manager