



Ref: FOIA Reference 2023/24-843

Date: 3rd April 2024

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 7th March 2024 requesting information under the Freedom of Information Act (2000) regarding Patient Portal Supplier.

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 Does your Trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

- * Who is the current provider?
 - * What is the name of the current solution?
 - * What is the start and end date of the contract?

 - * Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'
 - * If yes, when are you looking to go out to market and by what route?
- A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:
- * View/confirm/cancel/change appointments digitally
 - * View their appointment letters digitally
 - * Send patients SMS reminders of appointments
 - * Complete questionnaires digitally (such as pre/post operative assessments; PROMs/PREMs)
 - * View self help information relating to their care pathway

A1 See below:

Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?	Yes
* Who is the current provider?	Patients Know Best (PKB)
* What is the name of the current solution?	Patients Know Best (PKB)
* What is the start and end date of the contract?	Start date - 31/03/2022 End date - 31/03/2026
* Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'	No

* If yes, when are you looking to go out to market and by what route?	N/A
A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:	N/A
* View/confirm/cancel/change appointments digitally	N/A
* View their appointment letters digitally	N/A
* Send patients SMS reminders of appointments	N/A
* Complete questionnaires digitally (such as pre/post operative assessments; PROMs/PREMs)	N/A
* View self help information relating to their care pathway	N/A

*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:



**University Hospitals
of North Midlands**
NHS Trust

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

Yours,

Rachel Montinaro

Data Security and Protection Manager - Records