



Ref: FOIA Reference 2019/20-441

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 14th November 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 24th October 2019 requesting information under the Freedom of Information Act (2000) regarding Task management platforms.

On the same day we contacted you via email as we required clarification on what you are referring to as "clinical tasks / operations tasks / managerial tasks etc.?" please can you give us an example?

You replied with the following:

"Regarding the clarification question, we're looking for any system which offers clinicians a to-do list of patient/clinical tasks (e.g "cannulate patient", "check blood results at 3pm"), or the ability to request these tasks of other clinicians digitally. Not to be conflated with an order-comms or physician ordering system (which enable clinicians to complete these tasks) but this could be a feature of those systems".

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 We are looking to understand levels of digital maturity across the NHS with respect to managing and analysing day to day tasks. Please provide answers to the following questions:

Has your Trust implemented (or is about to implement) a task management system? (if not, please skip to the end)

A1 The Trust has implemented the Nervecentre hospital at night system that is used out of hours

Q2 What is the name of the system / was this built in house?

A2 The system is the Nervecentre Hospital at night system

Q3 When was / will the system be implemented?

A3 This was implemented in April 2015

Q4 Does this system capture: ward round / day-time patient tasks; hospital-at-night tasks; board round tasks; other (please specify); or a combination (please specify)

A4 This captures hospital at night tasks

Q5 Is the system used by: Doctors, Nurses, both, or other (please specify)

A5 The system is used by nurses raising the tasks, these are coordinated by nurse practitioners and the nurse practitioners and doctors receive the tasks

Q6 If available, what is the utilisation rate (this can be estimated, rather than exact) of the system?

Expressed as a percentage, where 100% is where the system is used at least once every day or every Monday-Friday (please specify) to capture data on every in-patient, and 50% would be used every day to capture tasks for half of your patient OR used every other day to capture tasks for half of your patients. Alternatively – if utilisation figures are available, but otherwise defined, please supply the figures which you have, and the definition of utilisation used.

A6 The system is used out hours every day Monday – Friday and all day Saturday and Sunday. The system is used in the Medicine and Surgery Divisions for all inpatients (e.g. this excludes paediatrics, maternity, ED and other specialties not covered by these specialties and is not currently used at County Hospital)

Q7 Does the system offer any presentation of the data captured? e.g. an analysis dashboard

a. If so, what data is presented on this dashboard?

A7 There is some limited analysis available directly on the system so in addition a regular extract is provided where we have a bespoke set of reports and charts based on the available data. This includes for the Out of Hours period the volume of tasks requested / completed and response times to tasks by hour / day / week / month

Q8 What is the cost (including any ongoing costs) to implement the system?

A8 Please see below:

- Initial implementation and licence costs for Nervecentre was £83,874
- Annual support and maintenance costs are £30,480
- Implementation costs to implement the system at County, including resilience work is £18,000

Q9 If a contract is in place with a supplier for a task management system then:

a. What is the total value of this contract?

b. How long was the total contract for?

A9 Please see below:

- a) Initial implementation and licence costs for Nervecentre was £83,874, annual support and maintenance costs are £30,480 per annum for 4 years. Total costs to date equate to £205,794 + £18,000 implementation costs for County = £223,794
- b) Four years

*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.

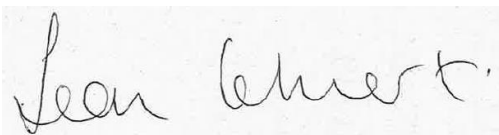
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 676474.

Yours,



Jean Lehnert
Information Governance Manager