



Ref: FOIA Reference 2023/24-456

Date: 27th December 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 13th October 2023 requesting information under the Freedom of Information Act (2000) regarding EPR

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 I'm researching issues surrounding Electronic Patient Records (EPR) or Electronic Medical Records (EMR). Please can you answer the following questions, and where possible name the hospitals involved.

Do you monitor and log potential patient harms as a result of problems with your Electronic Patient Record (EPR) system?

A1 If an incident is identified that has/or had the potential to cause harm to patients then it is expected that this is recorded on Datix

Q2 Overall, how many letters to GPs, or documents, have not been sent out as a result of EPR problems?

A2 Information not held

Q3 Please give the date/s when you discovered these letters were not sent?

A3 Information not held

Q4 Overall, how many incidents of potential patient harm have been connected to your EPR system?

A4 Incidents reported as relating to patient utilising the following codes have identified 1223 since 2017. Please note that the codes can also include paper records not just electronic patient records.

115 - Access to paper/electronic records without authorisation
11 - Electronic/paper records altered or deleted without authorisation
1101 - Electronic Medical record

Q5 Overall, how many incidents involving EPR at your Trust have been declared as “serious harm” or a “serious incident”?

A5 Number reported to STEIS as Serious Incidents = 2 (inc 1 rated as Severe Harm)

Q6 Overall, how many patient deaths have been connected to EPR?

A6 Number of incidents featuring codes below with actual impact of Death (caused by the patient safety incident) = 0

Q7 How much have you spent on your EPR system overall?

A7 To date the contractual cost for our EPR system Careflow provided by SystemC is £15,562,646.50 incl. VAT

Q8 How much do you anticipate spending on EPR in the next five years?

A8 The contract is proposed to run until September 2027 which will incur costs totalling £9,444,727.50 incl. VAT (excluding indexation that is applied annually).

Q9 What is the anticipated cost of running the EPR system at your Trust annually?

A9 The proposed extension will see annual costs of £2,518,594 inc VAT (excluding indexation that is applied annually).

*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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records