Royal Stoke University Hospital

Ref: FOIA Reference 2019/20-246

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

Date: 15th August 2019

Email foi@uhnm.nhs.uk

Dear Sir/Madam

I am writing in response to your email dated 30th July 2019 requesting information under the Freedom of Information Act (2000) regarding systems.

On 31st July 2019 we contacted you via email as we required clarification on what you meant by "Command centre" and "bench marking tool".

On 6th August 2019 you replied via email the following:
"*Command Centre is what the site office will use to review all activity related to patient flow, bed management, patient discharges and overall site management from A&E, Beds, Discharge Lounge, Transport, Pharmacy...Benchmarkign is like Dr Fosters tool*"

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 Please can you supply the following information regarding the below systems?

- **A&E: system name / supplier**
- **Inpatients: system name / supplier**
- **Outpatients: system name / supplier**
- **Theatres: system name / supplier**
- **Pharmacy: system name / supplier**
- **Vital Observation: system name / supplier**
- **Bed Management: system name / supplier**
- **Patient Flow: system name / supplier**
- **Command Center / Site Office: system name / supplier**
- **Data Warehouse: system name / supplier**
- **Business Intelligence: system name / supplier**
- **Finance Invoice / Tariff: system name / supplier**
- **Finance PLICS: system name / supplier**
- **Electronic Patient Record (EPR): system name / supplier**
- **Bench-marking tool: system name / supplier**
- **Room Booking system: system name / supplier**
- **Staff Rota system (other than ESR): system name / supplier**

A1   Please see below:

1. A&E: system name / supplier	Medway / System C
2. Inpatients: system name /	iPM / Medway / iPortal

	supplier	
3.	Outpatients: system name / supplier	Medway / iPortal
4.	Theatres: system name / supplier	Blue Spier / System C
5.	Pharmacy: system name / supplier	Ascribe
6.	Vital Observation: system name / supplier	Vital PAC
7.	Bed Management: system name / supplier	In house
8.	Patient Flow: system name / supplier	WIS
9.	Command Center / Site Office: system name / supplier	In house dash boards
10.	Data Warehouse: system name / supplier	Microsoft data warehouse – in house
11.	Business Intelligence: system name / supplier	Microsoft SQL – in house
12.	Finance Invoice / Tariff: system name / supplier	SLAM / Civica
13.	Finance PLICS: system name / supplier	Prodacapo / Prodacapo
14.	Electronic Patient Record (EPR): system name / supplier	Medway / System C
15.	Bench-marking tool: system name / supplier	HED
16.	Room Booking system: system name / supplier	In house
17.	Staff Rota system (other than ESR): system name / supplier	rota watch - rota watch & Health roster / Erostering - Allocate

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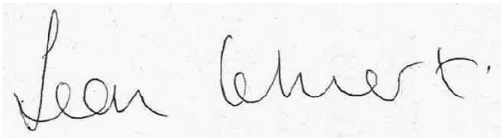
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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