Ref: FOIA Reference 2021/22-105

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 14th June 2122

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 17th May 2021 requesting information under the Freedom of Information Act (2000) regarding Healthcare IT systems validation

You contacted us via email with:
'We are currently chasing a full response to the foi request below regarding your Trust's clinical systems, originally sent on the 12/10/2020 to foi@uhns.nhs.uk

Digital Health Intelligence continues to deliver free research access to the NHS and as part of this, we are validating healthcare IT systems held by your organisation (please see attached).

If you do not already have a free access to Digital Health Intelligence, please contact us and we will set you up.'

We replied the same day advising you that UHNM had closed your request as you had failed to clarify our query and under the FOI Act Code of Practice this was stated at two months.

You replied with:
'Thanks for letting us know. To clarify the new request:

Vendor Neutral Archive (VNA) - medical imaging technology. Popular suppliers by market share include: Highland, Insignia, Agfa, Sectra etc
Patient Access Portal / Patient Portal – A patient portal is a secure online website that gives patients convenient, 24-hour access to personal health information from anywhere with an Internet connection. Popular suppliers: Cerner, Patients Know Best, Epic etc
Scheduling – software that helps coordinate appointments and healthcare resources (doctors, nurses, rooms, equipment, medicines) and patient needs by tracking the availability of resources, projecting future demands for service and automating the assignment of resources to needs. Popular suppliers: Cerner, DXC, Allscripts etc
Document Management - (electronic) document management involves converting patient casenotes into electronic format so that they can be viewed, moved around and managed electronically on screen. Results in reduction of paper use. Popular suppliers: Civica, Kainos, Ideagen etc

Scheduling system – what do you mean by Scheduling system? What is this?
Vendor Neutral Archive system- as above
Patient access portal system - as above
Document management system- as above'

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We responded via email asking you to confirm your name as we cannot respond to a 'team'

You replied with: ████████████████ please note that you have supplied a different name to the original requester.

On the same day we contacted you via email as we required the following clarification from you:
To continue with your request we require clarification on the following: see also attached spread sheet that you supplied.

Previous clarifications:

Scheduling	No system installed	please clarify what you mean by this
Vendor Neutral Archive	No system installed	please clarify what you mean by this
Patient access portal	No system installed	please clarify what you mean by this
Document management	No system installed	please clarify what you mean by this

On 12th October 2020 you replied via email with:

Many thanks for getting back to me on the query. The following means we have recorded you do not have any system installed for the following IT systems:

Scheduling system
Vendor Neutral Archive system
Patient access portal system
Document management system

We replied the same day via email with:

Thank you, however your response does not clarify:

Scheduling system – what do you mean by Scheduling system? What is this?
Vendor Neutral Archive system- as above
Patient access portal system - as above
Document management system- as above

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 **Digital Health Intelligence is validating and checking the healthcare IT systems at your Trust.**
Can you review the attached spread sheet of systems we have recorded for your Trust and correct any mistakes, omissions or changes?

We would like to check that we have the correct supplier name, system name, date of installation and contract expiration date recorded for your trust's IT systems. Please could you also validate if the IT system is annually renewed or not?

A1   Please refer to the attached spread sheet

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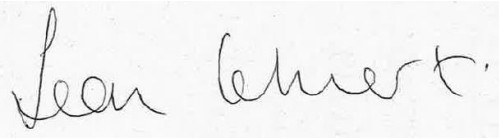
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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