Ref: FOIA Reference 2022/23-464

Date: 30th November 2022

Dear

I am writing to acknowledge receipt of your email dated 15th November 2022 requesting information under the Freedom of Information Act (2000) regarding Software

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   1)   Which software, if any, does the Trust use to process the following information requests:

        a)   FOI requests
        b)   EIR requests
        c)   DSAR requests
        d)   Complaints
        e)   Compliments
        f)   The processing or management of safeguarding cases

A1   See below:
        a)   FOI requests = Microsoft Office package
        b)   EIR requests = as above
        c)   DSAR requests = as above
        d)   Complaints= Datix and Microsoft Office package
        e)   Compliments = as above
        f)   The processing or management of Safeguarding cases = Datix

Q2   Who provides this software?

A2   Microsoft and Datix

Q3   What does it cost the Trust annually?

A3   Microsoft Office = part of system package, therefore not applicable
     Datix = exempt, see below

I can confirm that the Trust holds information regarding the above but feel this information is exempt under section 21*: information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link: FOI ref 534-1819 (December), FOI ref 209-2020 (September)

http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/

In addition the Trust has completed public interest test as stated above and has reapplied the section 43(2) exemption.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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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,

Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer