Royal Stoke University Hospital

Ref: FOIA Reference 2021/22-129

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

Date: 23rd June 2021

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 29th May 2021 (received into our office 1st June) requesting information under the Freedom of Information Act (2000) regarding software systems.

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS

On 1st June 2021 we contacted you via email as we required clarification on your request:
- Risk Assessment and Management – are you asking about health and safety risks and health and safety management, or are you asking about other areas of risk such as legal, financial, reputational etc.?
- The word **"system"** is too open to interpretation. Do you mean IT systems or other systems such as ISO45001, ISO 9001 or HSG65 or more generally PDSA/PDCA?
- Regarding the question "whether there are current plans to change them", do you mean "radically change them" e.g. procurement of a new IT system?
- Incident Report – this is too vague. We need to know what type of incident you are referring to i.e. health and safety incidents, security, fire, clinical etc. Are you referring to local reporting e.g. use of Datix, or are you also referring to external reporting such as RIDDOR, STEIS etc?
- Safety Alert Reporting – what do you mean by reporting? Is this an IT system that we use or some other way of reporting?
- Claims – What do you mean?
- Complaints – What do you mean?
- PALs Queries - What do you mean?
- Mortality and/or Medical Examiner Reviews – What do you mean?
- Audit – This can cover a multitude of management areas, please explian
- CQC and/or External Reviews – What are you asking, do you mean our interaction with the CQC? This is unclear. What do you mean by "external review"? "and/or"???

On 15th June 2021 you replied via email with:

'*I would like to know what system you use I.e Datix, Ulysses, MS Excel etc please*'

We replied via email that the following still required clarification

Whether there are current plans to change them", do you mean "radically change them" e.g. procurement of a new IT system?

Mortality and/or Medical Examiner Reviews – What do you mean?

Audit – This can cover a multitude of management areas, please explian

CQC and/or External Reviews – What are you asking, do you mean our interaction with the CQC? This is unclear. What do you mean by "external review"? "<u>and/or</u>"???

Action Plans –too vague. Action plans are utilised across all areas of management, give an example of what you mean

On 15th June 2021 you replied via email with:

'*Yes to change to a new IT system or application.*

SJR1 and SJR2 and Medical Examiner reviews

Local and National Audits

Action plans arising for any external review or an inspection whether external or internal.

An external review is one not carried out by people from within your organisation but by an external body please.'

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 confirm what system you currently use for the below:
**   and whether there are current plans to change them:**

- **Risk Assessment and Management**
- **Incident Report**
- **Safety Alert Reporting**
- **Claims**
- **Complaints**
- **PALs Queries**
- **Mortality and/or Medical Examiner Reviews**
- **Audit**
- **CQC and/or External Reviews**
- **Action Plans**

A1   See below:
- Risk Assessment and Management= Datix
- Incident Report= Datix
- Safety Alert Reporting = Datix
- Claims - Datix
- Complaints = Datix

- PALs Queries = Datix
- Mortality and/or Medical Examiner Reviews
- Audit = We do not use a specific 'system' for audits, action plans etc. We use Word or Excel
- CQC and/or External Reviews = as above
- Action Plans = as above

Note: Health and safety risks are assessed and managed "manually" using Microsoft Office document based risk assessment templates, managed locally by departments. Certain common hazards might have "generic" risk assessments. The Trust has a Risk Management policy for determining health and safety and other risks that might require escalation and inclusion on risk registers for which Datix, an IT based system is used. Health and safety risks placed on the risk register are managed and monitored through our health and safety committee (Executive Health and Safety Group). There are no plans to change from Datix.

*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.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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.

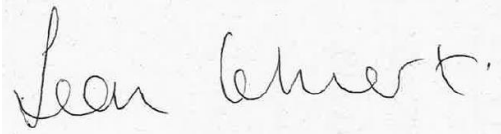If you have any queries related to the response provided please in the first instance contact my office.

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