



Ref: FOIA Reference 2018/19-125

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

Date: 29th June 2018

Tel: 01782 676474
Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 22nd May 2018 (received into our office 23rd May) requesting information under the Freedom of Information Act (2000) regarding patient pathway providers. I apologise for the delay in responding.

I can confirm that the information you have requested is held by the Trust, but your request in its entirety is exempt from disclosure under section 12 of the FOI Act: *cost of compliance is excessive*. This is because some of the information requested in questions 1, 7 and 11 is not held centrally, but is recorded in individual departmental records. In order to provide this information we would therefore have to individually access all individual departmental records within the Trust and extract the information where it is present. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all individual departmental records and then extracting relevant information would take longer than the 18 hours allowed for.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that we can comply with your request within the 18 hour timeframe if questions are reduced to information that is held. In order to avoid further delay to your response we have provided this below.

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 In the last financial year, what was the Trust spend on patient pathway validation obtained from external providers (contractors, staffing agencies)?

A1 The Trust is unable to split this out as it was part of a wider contract. Section 12 exemption as detailed above.

Q2 Does the Trust currently utilise software developed and provided by an external provider to generate information on the Trust's incomplete, planned inpatient or planned outpatient waiting list data (dashboards, reports etc.)?

A2 No- we use our own internal data warehouse to generate our waiting lists

Q3 In the last financial year, what was the Trust spend on software developed and provided by an external provider to generate information on the Trust's incomplete, planned inpatient or planned outpatient waiting list data (dashboards, reports etc.)?

A3 There was no spend on this (£0)

Q4 Does the Trust currently utilise software developed and provided by an external provider to generate information on cancer waiting list data (dashboards, reports etc.)?

A4 No- The Trust uses the National recognised Somerset System

Q5 In the last financial year, what was the Trust spend on software developed and provided by an external provider to generate information on cancer waiting list data (dashboards, reports etc.)?

A5 There was no spend on this (£0)

Q6 Does the Trust currently use an external provider to deliver RTT training to Trust staff?

A6 No- All training is carried out currently by internal staff

Q7 In the last financial year, what was the Trust spend on externally developed RTT training?

A7 The Trust is unable to split this out as it was part of a wider contract. Section 12 exemption as detailed above.

Q8 What Patient Administration System (PAS) is currently used by the Trust?

A8 Medway

Q9 What Patient Administration System (PAS) is the Trust planning to procure and utilise once the Trust's existing PAS contract has expired

A9 The Trust has no current replacement plans

Q10 In the last financial year, has the Trust had an audit or review of the Trust's patient waiting list data quality by an external organisation?

A10 No- only internal audits

Q11 In the last financial year, what was the Trust's spend on review or audit of the Trust's patient waiting list data quality delivered by an external organisation?

This information is being requested in the public interest, to ensure Trust spend is being utilised optimally.

A11 The Trust is unable to split this out as it was part of a wider contract. Section 12 exemption as detailed above.

*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.

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.

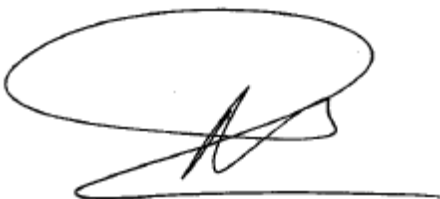
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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



Mojgan Casillas
Interim Information Governance Manager



**University Hospitals
of North Midlands**
NHS Trust