

Ref: FOIA Reference 2018/222

Royal Stoke University Hospital

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

Date: 24th July 2018

Tel: 01782 676474 Email <u>FOI@uhnm.nhs.uk</u>

Dear

I am writing in response to your email dated 16th July 2018 (received into our office 17th July) requesting information under the Freedom of Information Act (2000) regarding digital health strategy.

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 I would like to make an FOI request for the following information about the digital innovation used in your Trust.

Does your organization have a digital health strategy and is it in keeping with the NHS Digital Agenda?

1. Yes b. No

- A1 Yes
- Q2 Which of the following statements best represents your organisation with regards to the NHS Digital Agenda?
 - 1. Our organisation is very supportive of the Agenda and embraces all opportunities to deliver services digitally
 - 2. Whilst we support the Digital Health Agenda, we recognise there are certain barriers, preventing our organisation from fully embracing this approach organisation-wide
 - 3. Our organisation is mindful of the Agenda but we are not consistent inservice delivery approaches organisation-wide
 - 4. Our organisation would benefit from a better understanding of what the Digital Agenda entails
 - 5. Other please specify
- A2 Number 2 = financial constraints prevent the implementation of further digital solutions and the time required to implement.
- Q3 Does your organisation have an Electronic medical record (EMR)? 1. Yes b. No c: Don't know
- A3 Yes







Q4 Does your organisation have all services fully integrated in the electronic medical records (pathology, radiology, outpatient assessment, inpatient assessment under one portal system? 1. Yes

- b. No c: Don't know
- A4 No, not all assessments are integrated within the electronic medical record.
- Does your organisation plan to integrate these services in the next 5 years? Q5 1. Yes b. No c: Don't know
- A5 Yes, this is part of the Trust's Digitalisation Programme
- Q6 Does your organisation see that the awareness and process execution as the core drivers of digital service adoption for patients? 1. Yes b. No c: Don't know
- Yes, The Trust sees full engagement with patients and stakeholders, available funding and A6 collaborative working across health organisations as the core drivers.
- What advantages do you think that your organisation has benefitted from having digital Q7 patient records?
 - 1. Faster access to data and information sharing
 - Tighter security compared to paper based approach 2.
 - Accessibility from any location and device 3.
 - 4. Other-please specify
- A7 For the above 1, 2 and 3 applies for the Trust
- **Q8** Which single most important factor does your organisation see as the driving force behind the need to make services available online?
 - **Reducing operating costs** 1.
 - Increasing staff and operational efficiency 2.
 - Improving service provision to patients 3.
 - 4. Reducing staff workload/ administration
 - Modernising patient services 5.
 - Making services available 24/7 6.
 - Other please specify don't know 7.
- All the above options are a driver towards improving the delivery of patient care either directly A8 or indirectly.
- Q9 Does your organisation currently use mobile and/ or wearable technology (such as smartphones, tablets or laptops) by staff members?
 - 1. Yes b. No c. don't know
- A9 Yes
- Q10 What are the reasons why your organisation is not using digital innovative approaches in healthcare?
 - 1. The financial implications are too expensive







- 2. Lack of the technical capability to manage the devices
- 3. Risks associated with safeguarding of patient data
- 4. Lack of the technology and or software to manage the data and devices
- 5. Others
- A10 Not applicable as UHNM is using digital innovative approaches in healthcare.
- Q11 In your opinion, in which of the following areas of your ICT infrastructure do you feel more hindered with regards to implementing digital innovation? Please tick all that apply
 - 1. Data security environment to protect patient data
 - 2. Network capacity enhancement
 - 3. Network robustness and resilience to software malware
 - 4. Legacy hardware and ICT services (In-house or Contracted)
 - 5. Other please specify
- A11 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.
- Q12 Please tell us which of the following your organization prioritizes, with regards to increasing efficiency and productivity?
 - 1. Enabling field teams to work flexibly from anywhere, any time
 - 2. Increasing opportunities for easy collaboration between teams
 - 3. Moving to a Cloud or Hybrid model to reduce costs and complexity
 - 4. Providing staff with more information, more quickly, on patients and processes
 - 5. Improving ICT infrastructure organisation-wide
- A12 Not applicable as these are not competing priorities, the Trust aims to increase efficiency and productivity in every area

Q13 Do you feel that NHS funding is available to enable Wi-Fi will benefit your organization?

- 1. Yes we have already accessed through NHS Digital
- 2. No
- 3. I wasn't aware of this
- 4. Don't know
- A13 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions/feelings of persons regarding suppliers, systems or procedures, therefore this information is not held
- Q14 In your opinion what challenges does your organization face towards successfully implementing a paperless environment in keeping with the NHS Digital Agenda of 2020
 - 1. Financial constraints
 - 2. Timeline restrictions
 - 3. Lack of in-house IT specialists' skills to implement the agenda
 - 4. Lack of suitable existing technology within the organization
 - 5. Lack of awareness of the digital agenda
 - 6. Others
 - 7. Don't know







A14 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

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 <u>www.ico.org.uk</u>.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,

L Carlisle

Leah Carlisle Deputy Head of Quality, Safety & Compliance



