



**University Hospitals  
of North Midlands**  
NHS Trust

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

Ref: FOIA Reference 2022/23-138

Date: 18<sup>th</sup> July 2022

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 16th June 2022 requesting information under the Freedom of Information Act (2000) regarding contacts and PAS

On the same day we contacted you via email to state UHNM has received several requests that are from the same person/company, therefore we are contacting you to inform you that under section 12 of the FOI Act we were aggregating these requests on contacts and PAS.

The section 12 exemption states:

The authority can combine related requests received within a period of 60 consecutive days from:

- The same person or
- People who appear to be acting in concert or in pursuance of a campaign

**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.**

As of 1<sup>st</sup> 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.



## Request #1

Q1 Request: The staff name, phone number and email for the following job titles (or closest to) and for whoever has responsibility on managing the following services as of June 2022:

- Chief Operating Officer
- Deputy Chief Operating Officer
- Director Of Operations
- Director of Performance
- Elective Care Director
- RTT Director
- Associate Directors of Operations
- Associate Directors of Performance
- Associate Director of Elective Care
- Associate Director of RTT
- Head of Operations
- Head of Performance
- Head of Elective Care
- Head of RTT
- Operations Manager
- Performance Manager
- Elective Care Manager
- RTT Manager
- Booking Manager
- Head of department, general manager and service manager for General Surgery
- Head of department, general manager and service manager for Urology Service
- Head of department, general manager and service manager for Trauma and Orthopaedic Service
- Head of department, general manager and service manager for Ear, Nose and Throat Service
- Head of department, general manager and service manager for Ophthalmology Service
- Head of department, general manager and service manager for Neurology Service
- Head of department, general manager and service manager for Cardiology Service
- Head of department, general manager and service manager for Cancer Services
- Head of department, general manager and service manager for Endocrinology Service
- Head of department, general manager and service manager for Pulmonology Service
- Head of department, general manager and service manager for Dermatology Service
- Head of Patient Access
- Head of Outpatients

A1 I can confirm that the Trust holds information regarding contacts, 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:

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

And

<https://www.uhnm.nhs.uk/about-us/our-board/>

See below:

• Chief Operating Officer	Section 21: freely available on Trust website
• Deputy Chief Operating Officer	Section 21: freely available on Trust website
• Director Of Operations	Claire Mackirdy
• Director of Performance	Warren Shaw Associate Director- Performance & Information
• Elective Care Director	None
• RTT Director	None
• Associate Directors of Operations	See Director of Operations
• Associate Directors of Performance	See Associate Director- Performance & Information
• Associate Director of Elective Care	None
• Associate Director of RTT	None
• Head of Operations	See Director of Operations
• Head of Performance	See Associate Director- Performance & Information
• Head of Elective Care	Susan Perks, Head of Elective Access
• Head of RTT	Bradley Page, Planned Care RTT / Improvement Manager
• Operations Manager	See Director of Operations
• Performance Manager	See Associate Director- Performance & Information
• Elective Care Manager	See Head of Elective Access
• RTT Manager	See Planned Care RTT / Improvement Manager
• Booking Manager	Directorate Manager Outpatients = Section 21 = foi 253-2122
• Head of department, general manager and service manager for General Surgery	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Urology Service	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Trauma and	Section 21 = foi 253-2122

Orthopaedic Service	
• Head of department, general manager and service manager for Ear, Nose and Throat Service	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Ophthalmology Service	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Neurology Service	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Cardiology Service	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Cancer Services	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Endocrinology Service	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Pulmonology Service	Section 21 = foi 253-2122
• Head of department, general manager and service manager for Dermatology Service	Section 21 = foi 253-2122
• Head of Patient Access	Section 21 = foi 253-2122
• Head of Outpatients	Section 21 = foi 253-2122

## Request #2

**Q1 What is the current Patient Administration System (PAS) used by the Trust?**

A1 I can confirm that the Trust holds information regarding EPR/PAS, 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:

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

UHNM regularly answers requests on EPR/PAS systems and further information can be found at the above link on FOI references: note that this is a selection and that there are many more.

- 043-1920
- 219-1920
- 466-1920
- 641-1920
- 383-2021

- 525-2122
- 092-2122
- 083-2122
- 651-2122
- 049-2223

**Q2 When was the current PAS contract initiated?**

A2 As answer 1

**Q3 How long is the contract for?**

A3 As answer 1

**Q4 When will the contract end?**

A4 As answer 1

\*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.

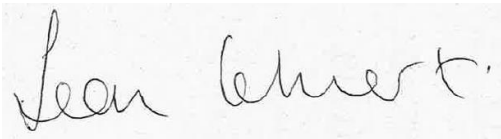
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive, slightly slanted script.

Jean Lehnert  
**Data, Security & Protection Manager**