



Ref: FOIA Reference 2023/24-613

Date: 2<sup>nd</sup> January 2024

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

Dear

I am writing to acknowledge receipt of your email dated 11th December 2023 requesting information under the Freedom of Information Act (2000) regarding Operational Pressures Escalation Levels

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.

**Q1 Do you have a digital or electronic tool to manage your operational activity in real-time in line with Operational Pressures Escalation Levels (OPEL) Framework 2023/24 (see: <https://www.england.nhs.uk/wp-content/uploads/2016/10/PRN00551-OPEL-Framework-2023.24-V2.0.pdf> for more information)**

A1 Yes

**Q2 If so who is the supplier of this tool and when does the contract expire**

A2 See below:

EMS+; Midlands and Lancashire CSU for both sites  
SHREWD; Vitalhub for both sites

This contract is commissioned at a system level and not at University Hospitals of North Midlands (UHNM) level

**Q3 If not, please provide an overview of how you manage OPEL levels within your organisation**

A3 Not applicable

**Q4 Do you provide real-time data feeds into a your ICS System Control Centre**

**Timeframe of Information:**

**01/01/19 - Present Day**

A4 Yes (SHREWD)

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

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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).

Yours,



University Hospitals  
of North Midlands  
NHS Trust

**Rachel Montinaro**  
Data Security and Protection Manager - Records

