



Ref: FOIA Reference 2022/23-748

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

Date: 6th June 2023

Email foi@uhnm.nhs.uk

Dear

am writing to acknowledge receipt of your email dated 9th December 2022 ,15th February 2023 and 20th February 2023 requesting information under the Freedom of Information Act (2000) regarding Outpatient /inpatient e-prescribing, Order communications, Pharmacy and Critical care Query and Clinical decision support in e-prescribing/Observations - vital signs/Oncology e-prescribing/Diagnostic imaging and Infrastructure Information

On 15th February 2023 we contacted you via email with the following:
UHNM has received several requests that are asking for similar information that we believe 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 Outpatient /inpatient e-prescribing, Order communications, and Clinical decision support in e-prescribing/Observations - vital

Your new reference number for all requests is 748-2223 (prev. 665-2223)

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.**

In addition

Section 8 – “Real name” checks

Can you please confirm that you are only submitting this request for your personal use or that of an unstructured group and **not** on behalf of a company/corporate body?

If you are making the request on behalf of a company/corporate body as an employee, then you should declare the **real company name** and this will enable us to consider the validity of the request.

This approach is in compliance with the Information Commissioner guidance “Recognising a request made under the Freedom of Information Act (section 8) Version 1.2”. Your attention is drawn to paragraphs 14, 15, 16, 20, 21 22 and 35 of this guidance. <https://ico.org.uk/for-organisations/guide-to-freedom-of-information/receiving-a-request/> and What makes a valid request?

We are asking you because this appears not to be the first request you have made and the request has other characteristics that might suggest you are working on behalf of a company/body corporate.

The Trust needs to be assured that time spent on requests within a 60 working day period does not exceed the appropriate limit for each applicant, be that a person, group or company. In this way we promote fair use of the Act and best use of our resources.

The ICO states:

The Act recognises that Freedom of Information requests are not the only demand on the resources of a public authority. They should not be allowed to cause a drain on your time, energy and finances to the extent that they negatively affect your normal public functions.

The Trust cannot assess fair processing without your response to this email and there is no right of appeal with the ICO, if the real name is not used. (See ICO guidance).

The FOI Act clearly states that if we suspect that the request has come from a Pseudonym we are entitled to request proof of the person's identity, as provision of a Pseudonym invalidates a request, therefore please can you provide a photo copy of your driver's licence or other official document that validates your identity.

On 3rd March 2023 your colleague replied via email with their name and company, therefore those requests are not included with this reply:

On 22nd May 2023 you replied via email with:

I can confirm that my name is [REDACTED]

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.

665-2223 Request #1

Q1 Please enter 'No System Installed' or 'No Department' under supplier name if your Trust does not use the system or have the department:

System type – Clinical decision support in e-prescribing
Supplier name
System name -
Date installed -
Contract expiration
Is this contract annually renewed? - Yes/No
Do you currently have plans to replace this system? - Yes/No
Procurement framework -
Other systems it integrates with? –
Total value of contract (£) –
Notes - e.g. we are currently out to tender

- A1 See below:
Supplier name First Databank Europe Ltd
System name – Multilex database
Date installed – 21/2/23
Contract expiration – unknown as it is part of the trusts System C contract
Is this contract annually renewed? – not applicable
Do you currently have plans to replace this system? - not applicable
Procurement framework – N/A – comes as part of the CMM software
Other systems it integrates with? – Careflow Medicines Management (CMM)
Total value of contract (£) – £60-80K
- Q2 System name -Observations - vital signs**
Date installed -
Contract expiration -
Is this contract annually renewed? - Yes/No
Do you currently have plans to replace this system? - Yes/No
Procurement framework -

Other systems it integrates with? –
Total value of contract (£) –
Notes - e.g. we are currently out to tender
- A2 See below:
System name -Observations - vital signs - Vitals
Date installed - June 2018
Contract expiration - 30/9/2023
Is this contract annually renewed? - No
Do you currently have plans to replace this system? - No
Procurement framework -We are working to implement e-prescribing but not live – possible date is early 2024.
Other systems it integrates with? – CareFlow PAS
Total value of contract (£) – not applicable
Notes - e.g. we are currently out to tender - Extension of contract in progress
- Q3 System type –Oncology e-prescribing**
Supplier name
System name -
Date installed -
Contract expiration -
Is this contract annually renewed? - Yes/No
Do you currently have plans to replace this system? - Yes/No
Procurement framework -
Other systems it integrates with? –
Total value of contract (£) –
Notes - e.g. we are currently out to tender
- A3 See below:
Supplier name – Varian Medical Systems
System name – ARIA for Medical Oncology
Date installed – 2017
Contract expiration - 2029

Is this contract annually renewed? - No
Do you currently have plans to replace this system? – No
Procurement framework - NHSSC Framework: Imaging, Radiotherapy, Endoscopy and Ancillary devices. Lot 15 Radiotherapy Treatment Systems, Associated options and related services
Other systems it integrates with? – ARIA for Radiation Oncology
Total value of contract (£) – unable to split out as is part of larger contract

Q4 System type – Diagnostic imaging

Supplier name
System name -
Date installed -
Contract expiration
Is this contract annually renewed? - Yes/No
Do you currently have plans to replace this system? - Yes/No
Procurement framework -
Other systems it integrates with? –
Total value of contract (£) –
Notes - e.g. we are currently out to tender

A4

See below:

Supplier name Siemens
System name – Sectra IDS7
Date installed – March 2018
Contract expiration – June 2038
Is this contract annually renewed? - No
Do you currently have plans to replace this system? - No
Procurement framework - PFI
Other systems it integrates with? – PAS, RIS, Order Comms, TIE
Total value of contract (£) – Not separately available

System definitions:

Clinical decision support in e-prescribing - within, or in conjunction with, its e-prescribing systems, Clinical Decision Support (CDS) assists prescribing clinicians in safely identifying suitable medicines, doses and titrations, for individual patients.

Observations - vital signs - a system for electronic recording at the bedside of patient vital sign data, together with a mechanism to include in the patient's electronic record.

Oncology e-prescribing - module or functionality that supports electronic chemotherapy prescribing, medication administration and dispensing activities.

Diagnostic imaging - electronic medical imaging systems providing the core capabilities to manage diagnostic images and associated reports.

748-2223 request #2

Q1 Please enter 'No System Installed' or 'No Department' under supplier name if your Trust does not use the system or have the department:

System type – Discharge Letters

Supplier name

System name -

Date installed -

Contract expiration -

Is this contract annually renewed? - Yes/No Do you currently have plans to replace this system? - Yes/No Procurement framework - Other systems it integrates with? – Total value of contract (£) – Notes - e.g. we are currently out to tender

A1 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because your company has placed five (5) very similar requests – see requests reference 681-2223 (aggregated) placed by your colleague sent under a different email address. We therefore estimate that complying with your request(s) is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. 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 the relevant records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

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 if your request is shortened to just the questions that we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this.

In addition UHNM is applying information section 21: *information reasonably accessible by other means*. This is because this type of information is regularly requested and may be 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/>

Q2 System name - Diagnostic Reporting

Date installed -

Contract expiration -

Is this contract annually renewed? - Yes/No Do you currently have plans to replace this system? - Yes/No Procurement framework - Other systems it integrates with? – Total value of contract (£) – Notes - e.g. we are currently out to tender

A2 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because your company has placed five (5) very similar requests – see requests reference 681-2223 (aggregated) placed by your colleague sent under a different email address. We therefore estimate that complying with your request(s) is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. 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 the relevant records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

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Q3 System type –Digital Dictation

Supplier name

System name -

Date installed -

Contract expiration -

Is this contract annually renewed? - Yes/No Do you currently have plans to replace this system? - Yes/No Procurement framework - Other systems it integrates with? – Total value of contract (£) – Notes - e.g. we are currently out to tender

A3 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because your company has placed five (5) very similar requests – see requests reference 681-2223 (aggregated) placed by your colleague sent under a different email address. We therefore estimate that complying with your request(s) is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. 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 the relevant records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

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Q4 System type –Bed Management

Supplier name

System name -

Date installed -

Contract expiration -

Is this contract annually renewed? - Yes/No Do you currently have plans to replace this system? - Yes/No Procurement framework - Other systems it integrates with? – Total value of contract (£) – Notes - e.g. we are currently out to tender

A4 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because your company has placed five (5) very similar requests – see requests reference 681-2223 (aggregated) placed by your colleague sent under a different email address. We therefore estimate that complying with your request(s) is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. 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 the relevant records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

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System definitions:

Discharge Letters - the ability to electronically generate and send detailed discharge letters to GPs and other relevant HCPs, when a patient is discharged from hospital-based services.

Diagnostic Reporting - test results which are electronically transmitted to the clinician who ordered them, with receipt acknowledgement.

Digital Dictation - device used for recording and managing natural speech, allowing staff to verbally input a patients' note into a system without having to manually input it.

Bed Management - real-time bed states are viewable and accessible, enabling more efficient management of bed occupancy and patient movements.

*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,



Rachel Montinaro
Data Security and Protection Manager - Records