Royal Stoke University Hospital

Ref: FOIA Reference 2018/19-507 | **Quality, Safety and Compliance Department**
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 4th January 2019

Tel: 01782 676474
Email FOI@uhnm.nhs.uk

Dear

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

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 write to enquire about the current use of healthcare software solutions in your Trust. Questions appear in order of priority**

Understanding current software systems in place in urgent care centres

Question 1
How many Tier 3 A&Es does your Trust currently have?
[Could you list each Tier 3 A&E and their specialty if any?]

A1 A tier 3 service is provided but this is commissioned by the CCG. The following Clinical Commissioning Group may hold this and they can be contacted at the following emails.
North Staffordshire Clinical Commissioning Group
Email: foi.northstaffordshireccg@lancashirecsu.nhs.uk

Stoke-on-Trent Clinical Commission Group
Email: foi.StokeonTrentCCG@lancashirecsu.nhs.uk

Q2 **Question 2**
2a) Who set up the Tier 3 A&Es?

2b) Are they run in partnership with an out-of-hours care provider like Care UK or Vocare?

2c) Is there a contract in place for partnership?
[Yes or No]

2d) If yes, what is the expiry date of the contract

A2   As answer 1

Q3   Question 3
3a) What Patient Management Software system is used to document the details of an individual presenting at your Tier 3 A&E?
[Please acknowledge that if different systems are used, which Tier 3 A&E uses which system]

3b) Who is the provider of the Patient Management Software system?

3c) When does your current Patient Management Software contract expire?

3d) What is the annual cost for using your chosen Patient Management Software?

3e) With which other systems in your Trust is the Patient Management Software interoperable with?
[Please list all which are interoperable]

3f) Does your Patient Management Software interoperate with any Primary Care Systems (e.g. System One or EMIS Web)?

3g) Does your Patient Management Software interoperate with any Electronic Patient Record Systems within your Trust or outside it? [Yes or No]

3g1) If yes, which can you name the Electronic Patient Record Systems it interoperates with?

3h) What does the Patient Management Software permit in terms of data sharing (push data / pull data)?

A3   As answer 1

Q4   Question 4

4a) Which patient triage system is used in the Tier 3 A&E?
[Please indicate if this is different from the Patient Management Software]

4b) When does the contract with your current provider expire?

4c) What is the annual cost for using your chosen patient triage system?

A4   As answer 1

Q5   Please note that there was no question 5 supplied by yourself

Q6   Question 6
6a) Does your Trust use a Patient-Level Resource Management Software?

6b) Who is the provider of the Patient-Level Resource Management Software?

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6c) When does your current Patient-Level Resource Management Software contract expire?

6d) What is the annual cost for using your chosen Patient-Level Resource Management Software?

6e) With which other systems in your Trust is the Patient-Level Resource Management Software interoperable with?
[Please list all which are interoperable

A6   None of the above is applicable to UHNM

Q7   Question 7
7a) Does your trust use a Staff Planning Software?

7b) Who is the provider of the Staff Planning Software?

7c) When does your current Staff Planning Software contract expire?

7d) What is the annual cost for using your chosen Staff Planning Software?

7e) With which other systems in your trust is the Staff Planning Software interoperable with?
[Please list all which are interoperable]

A7   Please see below:

7a) Does your Trust use a Staff Planning Software?	Yes
7b) Who is the provider of the Staff Planning Software?	Allocate
7c) When does your current Staff Planning Software contract expire?	November 2023
7d) What is the annual cost for using your chosen Staff Planning Software?	£301.000
7e) With which other systems in your Trust is the Staff Planning Software interoperable with? [Please list all which are interoperable]	Not applicable

Q8   Question 8
8a) How many Tier 2 A&E's does your Trust currently have?
[Could you list each Tier 2 A&E and their specialty if any?]

8b) Does the Tier 2 A&E have a Patient Management Software system?
[Yes or No]

 If yes, please answer the following questions

 8b1) Who is the provider of the Patient Management Software?

8b2) When does your current Patient Management Software contract expire?

8b3) What is the annual cost for using your chosen Patient Management Software?

8b4) With which other systems in your Trust is the Patient Management Software interoperable with?

A8   Please see below:

8a) How many Tier 2 A&E's does your Trust currently have? [Could you list each Tier 2 A&E and their specialty if any?]	See answer 1
8b) Does the Tier 2 A&E have a Patient Management Software system? [Yes or No]	See answer 1
If yes, please answer the following questions	See answer 1
8b1) Who is the provider of the Patient Management Software?	See answer 1
8b2) When does your current Patient Management Software contract expire?	See answer 1
8b3) What is the annual cost for using your chosen Patient Management Software?	See answer 1
8b4) With which other systems in your Trust is the Patient Management Software interoperable with?	See 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.

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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.

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

Yours,

Leah Carlisle
Deputy Head of Quality, Safety & Compliance