

Ref: FOIA Reference 2020/21-332

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

Date: 13<sup>th</sup> January 2021

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

Dear

I am writing in response to your email dated 5<sup>th</sup> November 2020 requesting information under the Freedom of Information Act (2000) regarding EPR

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 Who are the current suppliers of Electronic Patient Record software to the Trust?**
- When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**
  - What are the annual licence/support & maintenance charges associated with the solution**
  - Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

**A1 See below:**

- I can confirm that the Trust holds information regarding contracts 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/> (305-2021)

- as answer a
- Procurement chart please see attached document
- Please see attached document

- Q2 Who are the current suppliers of digital dictation software to the Trust?**
- When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**
  - What are the annual licence/support & maintenance charges associated with the solution**
  - Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

- A2 See below:
- a. I can confirm that the Trust holds information regarding contracts 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/> (FOI 235-2021)
  - b. as answer 1(d)
- Q3 Does the Trust utilise voice recognition software?**
- a. **When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**
  - b. **What are the annual licence/support & maintenance charges associated with the solution**
  - c. **Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**
- A3 See below:
- a) Yes, the Trust uses Dragon voice recognition in the Imaging Department MModal voice recognition is used as part of the Medisec Digital dictation and direct voice dictation solution.
  - b) Two suppliers provide this service and their total invoice costs are £98,964, they do however provide other services in this cost and we are unable to separate them out.
  - c) [Heidi.poole@uhnm.nhs.uk](mailto:Heidi.poole@uhnm.nhs.uk) Deputy Director of IM&T
- Q4 Does the Trust have an outsourced transcription service?**
- a. **When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**
  - b. **What are the annual licence/support & maintenance charges associated with the solution?**
  - c. **Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**
- A4 The Trust does not use outsourced transcription services
- Q5 Does the Trust utilise any EPMA (Electronic Prescribing) software?**
- a. **Does the Trust utilise voice recognition software?**
  - b. **When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**
  - c. **What are the annual licence/support & maintenance charges associated with the solution**
  - d. **Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**
- A5 Please refer to answer 3- repeated questions

- Q6 Does the Trust utilise electronic whiteboard functionality on wards?**
- Does the Trust utilise voice recognition software?
  - When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
  - What are the annual licence/support & maintenance charges associated with the solution?
  - Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?
- A6 See below:
- In house development
  - Not applicable
  - Not applicable
- Q7 Does the Trust employ an electronic document management service?**
- Does the Trust utilise voice recognition software? a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
  - What are the annual licence/support & maintenance charges associated with the solution
  - Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?
- A7 See below:
- a. I can confirm that the Trust holds information regarding contracts 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/=FOI 641-1920>
- Approximately £55k
  - Procurement chart attached
- Q8 Does the Trust have a published digital transformation plan?**
- where is this available?
- A8 See below:
- Yes
  - attached
- Q9 Who within the Trust is responsible for digital transformation, please supply contact details, including email address/format.**
- A9 See below: Mark Bostock
- [Mark.bostock@uhnm.nhs.uk](mailto:Mark.bostock@uhnm.nhs.uk)
  - Director of IM&T

**Q10 Could you please supply a current organisational chart for medical records, operations management and digital transformation programmes?**

A10 Please refer to the attached document

**Q11 Does the Trust have an in-house development team or do they outsource?  
a).if in-house, how many staff are employed  
b) if outsourced, which organisation do you use?**

A11 Please see below:  
A) In house development team consisting of 6 team members

**Q12 What business intelligence or analytics tools if any do the Trust use to process clinical data?**

A12 Trust has an in-house Data Warehouse built on SQL-Server platform. Analysts use various tools within the Microsoft toolsets for reporting and analytics. These tools are: TSQL Query; Reporting Servers/SSRS; OLAP Cubes/SSAS; Excel; PowerBI

\*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.

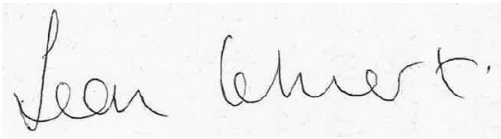
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

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 script.

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