



Ref: FOIA Reference 2022/23-739

Date: 31<sup>st</sup> March 2023

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

Dear

I am writing to acknowledge receipt of your email dated 23<sup>rd</sup> March 2023 requesting information under the Freedom of Information Act (2000) regarding Digital communication with patients

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 use any applications or tools to communicate with your patients digitally?**

**I am interested in all aspects of patient communication, but particularly:**

- Pre- and post-operative communication
- eConsent
- Outpatients
- Patient engagement at home
- Patient satisfaction

**Please advise of**

- the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.
- the suppliers presently providing such software solutions and contract values
- the contract award date and renewal date for such services

A1 I can confirm that the Trust holds information regarding this request, 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: FOI ref 073-2223  
July 2022

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

This identical request can also be found on the [www.whatdotheyknow.com](http://www.whatdotheyknow.com) website

\*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,



University Hospitals  
of North Midlands  
NHS Trust

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

