



Ref: FOIA Reference 2023/24-739

Date: 3<sup>rd</sup> April 2024

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

Dear

I am writing to acknowledge receipt of your email dated 2nd February 2024 requesting information under the Freedom of Information Act (2000) regarding UHNM systems.

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 Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?**

A1 826,086 Appt letters sent in 2022

**Q2 Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?**

A2 804,925 including Maternity & ED letters sent in 2022

**Q3 Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?**

A3 516,565 Clinical Outcome letters sent in 2022

**Q4 What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?**

A4 See below:

Calendar Year 2022 8.13%  
Financial Year 2022/2023 7.84%

**Q5 What EPR system do you use please and what is the contract expiry date for that system?**

A5 I can confirm that the Trust holds information regarding this question, 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/> note: below is a small selection, there are many others.

227-2223- July 2022  
429-2223- November 2022  
456-2223- November 2022  
712-2223 -March 2023  
076-2324 -May 2023  
230-2324 -July 2023  
332-2324 -August 2023  
364-2324 -September 2023  
540-2324 – November 2023

**Q6 What PAS system do you use please and what is the contract expiry date for that system?**

A6 As answer 5

**Q7 What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?**

A7 As answer 5

**Q8 If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?**

A8 As answer 5

**Q9 What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?**

A9 C- cube

**Q10 Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?**

A10 We have a contract with BT smart messaging service, the current contract ends on 6th March 2024.

**Q11 Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?**

A11 see below:

- Patient Knows Best (contract due 31.3.2026)
- Patient Connect (internally developed no contract end date)
- K2 MyPregnancy Notes supplier is K2 Medical Systems.  
The contract is being renewed on 01/04/2024 for 5 years.
- COPD Predict – (31/03/2024) currently awaiting supplier response for extension quote
- Recap – (31/03/2024) currently awaiting supplier response for extension quote

- Florence – (31/03/2024) A new 2-year ICS licence commences 1.4.24).
- Mysense – (31.03.2028)
- Docobo – (31.03.2025) – we are part of a collaborative framework that will hopefully be extended for an additional year
- Little Journey (04/08/2024)
- MyDesmond (31/03/2024)
- Remcare – (31/07/2024)

**Q12 Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?**

A12 UHNM have an inhouse bespoke outpatient room booking system, therefore no support expiry or contract applicable.

**Q13 How many DSAR requests did you receive in 2022 and what % were processed within 28 days?**

A13 From Jan 2022 to Dec 2022 – total 3461 for Health Records SARS  
99.7% were processed with 1 calendar month.

**Q14 Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?  
Have your digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?**

A14 No. the majority of our archived medical records are still in paper format and stored with an off-site storage bureau.

\*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).

Yours,



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