



**University Hospitals
of North Midlands**
NHS Trust

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

Ref: FOIA Reference 2022/23-232

Date: 15th August 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 22nd July 2022 requesting information under the Freedom of Information Act (2000) regarding Patient Service Requirements.

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS.

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 would like to request the following information under FOI. For the purposes of this FOI, Authority and Trust are one in the same.

1. Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?

A1 In 2022-23 we have invested in the Patient Knows best patient portal at UHNM. The other Patient Services listed are provided in-house.



- Q2 If yes which services are outsourced and how many staff delivers each of these services?**
- A2 Not applicable
- Q3 If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?**
- A3 Not applicable
- Q4 What is the contract start and expiry date (if multiple contracts exist please specify for each)?**
- A4 Not applicable
- Q5 Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?**
- A5 Not applicable
- Q6 What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?**
- A6 Not applicable
- Q7 Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?**
- A7 We are part of Staffordshire and Stoke on Trent Integrated care System
- Q8 Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?**
- A8 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: FOI ref 206-2223 July 2022
- <http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/>
- Q9 Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates incl. contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?**
- A9 In-House – UHNM Patient Transport Booking Office – 4 staff
Out- Sourced – UHNM High Dependency (HD) & Non-Emergency Patient Transport Services (NEPTS)

Provider ERS Medical

Contract commenced 1st June 2021 – period of 4 years with an option to extend for a further 2 years

Contract Value- see below

- Award Information
- Awarded Date: 16/02/2021
- Awarded Value: approx. 10,000,000.00 over the Contract term.
- Contract start date: 01/06/2021
- Contract end date: 31/03/2025
- Supplier Information 0
- Supplier's name:
- ERS Transition
- Supplier's address:
- Angels Wing 1 First Floor White House Street Hunslet LEEDS LS10 1AD

Staff – Back-Office – 9.9 FTE & Direct staff (Ambulance Personnel) 35.67 FTE

Q10 Is the Authority investing in Digital Solutions in 2022-23, for its patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

A10 In 2021-22 we invested in the Patient Knows best patient portal at UHNM and this is due to go live in 2022-23. We are continuing to work with the ICS to deliver information for patients in the 'My health and care' patient portal

Q11 What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

A11 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q12 What was the total number of patients the Authority treated (in all its meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

A12 See below for total number of patients:

Year	Count
2021 – 2022	624756
2020 – 2021	526136
2019 – 2020	655582
2018 - 2019	654827

Q13 Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years e.g. part of a 5-year plan?

A13 Amy Freeman

*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,



University Hospitals
of North Midlands
NHS Trust

Jean Lehnert
Data, Security & Protection Manager

