

Date: Monday, 23rd November 2020
Our Ref: MB/SH FOI 4503

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Re: Freedom of Information Request FOI 4503

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 22nd October 2020.

Your request was as follows:

Patient Administration System

1a) Please provide the name of the Patient Administration System (PAS) used at the organisation

(a PAS is used to support patient management, including tracking patients and managing admissions, ward attendances and appointments)

1a) iCS

1b) Who is the supplier?

1b) Silverlink Software Ltd

1c) What was the annual amount paid to the supplier in 19/20 (April 2019 – March 2020)?

1c) 222,493 ex vat

1d) What is the contract start date?

1e) What is the contract end date?

1d) 01/04/20

1e) 31/03/25

Electronic Health Record System

2a) Please provide the name of the Electronic Health Record (EHR) system used at the organisation? (an EHR is a digital record of patient health information)

2a) eP2

2b) Who is the supplier?

2b) In-House System

2c) What was the annual amount paid to the supplier in 19/20 (April 2019 – March 2020)?

2c) N/A

2d) What is the contract start date?

2e) What is the contract end date?

2d) N/A

2e) N/A

Task Management Functionality

3a) Please name the PAS and/or EHR system used at the organisation that provides functionality to support the management of tasks. E.g. patient-level, ward level or site-level clinical and operational tasks. If a separate system/supplier is used to support task management, please provide further details on this system (including contract dates and annual cost in 19/20)

3a)

PAS: Silverlink -

Start Date: 1st April 2020

End Date: 31st March 2025

annual cost per annum for Silverlink PAS system is £240,465.

EPR: eP2 which was developed in house.

3b) As part of the implementation process, was the system that provides task management installed on existing devices i.e. a software download, or did it require the installation of new technology?

3c) Please indicate which type of tasks the system captures in the table in attached spreadsheet.

3b) Installation of new technology

3c) Please see attached spreadsheet.

3d) Does the system provide static task lists, or can tasks be automatically escalated and allocated to other staff members?

3e) Please indicate the type of staffing group task management is used by?

Please input in attached spreadsheet.

3d) Static

3e) Please see attached spreadsheet.

3f) Does the system have the ability to share tasks from the hospital to social care and vice versa? i.e. local authorities can view the status of the patient and outstanding tasks, supporting a joined-up approach to care-co-ordination

3f) one-directional to show status of a patient (excluding outstanding tasks)

Please see our response above in blue.

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If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4503 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information