

Date: Friday, 08th September 2023  
Our Ref: MB/SH FOI 5876

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Liverpool L9 7BB  
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**Re: Freedom of Information Request FOI 55876**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 14th August 2023.

Your request was as follows:

1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?
2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?
3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?
4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?
5. What EPR system do you use please and what is the contract expiry date for that system?
6. What PAS system do you use please and what is the contract expiry date for that system?
7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?
8. 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?
9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?
10. 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?
11. 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?
12. 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)?
13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?

[Please see the attached.](#)

Please see our response above in [blue](#).

**Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

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 5876 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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**