

8 April 2024

Information Rights & Compliance Team
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Our Ref: FOI/05057

Thank you for your request concerning Patient Letters, EPR, PAS contracts.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?**
- Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?**
- Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?**

This information is not held in a reportable manner within our Electronic Patient Recording system.

Please follow this [link](#) for updated information regarding the way we communicate with our service users.

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

18.5 %

DNA % is (No. Of DNA)/ (No. Of DNA + No. of Attendances)

| Calendar Year | Attendance Type | No Of Appointments |
|---------------|---------------------------|--------------------|
| 2022 | Attended | 33754 |
| 2022 | Cancelled By Client | 5688 |
| 2022 | Cancelled By Professional | 4512 |
| 2022 | DNA | 7662 |

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

Under Section 16 – Duty to provide advice and assistance, please follow this [link](#) to our Disclosure Log. A lot of this information can be found in the Information Management and Technology section.

This information is already in the public domain¹. Please follow this [link](#) to a previous published response. (FOI 5017)

¹ Section 21 – Information is available through other means

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

This information is already in the public domain¹. Please follow this [link](#) to a previously published response. (FOI 3629)

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

This information is already in the public domain¹. Please follow this [link](#) to a previously published response. (FOI 5056)

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?

At this time we have not gone live with the patient portal.

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

https://s3-eu-west-1.amazonaws.com/files.royalfree.nhs.uk/Health_records/EDRM_Patient_FAQs_Final_Sept2014.pdf

We do not have a document management system.

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?

Yes we do.
HealthCare Communications with an expiry of June 2025.

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?

No.

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)?

Yes we do.
SchoolCloud TES. Most contracts (site specific) will end in early 2025

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

We received 887 requests and completed 53% within 28 days.

14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?

The Trust has been digital since 2003.

Paper records pre 2003 are outsourced to Restore Record Management. The contract is currently under review.

15. Have you digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

Please see the answer to question 14.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

