

FOI 0462/2024 Request

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

Please note that the Trust do not capture the type of letter we post.

However, we do capture the total number of letters sent which includes all types of letters i.e appointment letters, corporate letters etc.

The total number of letters for calendar year 2022 is:

- 351,516 letters via Royal Mail
- 163,670 letters via DocMan (this will include all types of correspondence being sent to the GP)

2. Please confirm the total number of Hospital c sent in FY or CY 2022?

Please refer to the response provided in question 1

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

Please refer to the response provided in question 1

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

16%

Please note that outpatients is quite a broad scope and the DNA rate is based on pre-arranged contacts that have not occurred on a hospital ward, or within an A&E department, and by Teams that are not classified as inpatients.

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

RIO May 2024

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

RIO May 2024

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

The Trust does not have an online portal/website to access personal health information although a project is underway to implement one in the near future.

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?

N/A – please refer to the response in Q7.

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

Hyland OnBase

Contract end date March 2025

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?

Hybrid mail Xerox

Contract end date March 2024

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)?

Ubook is provided by Midlands and Lancashire CSU – at the moment it is used for booking meeting rooms but there is scope to use it for clinical room bookings in the future should we feel that this is required.

Contract end date October 2024.

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

There were 2161 records requests processed in 2022, of which 2087 were completed within 28 days- approx. 97%.

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

No, only closed records that have been recalled for a DSAR.

Please note that this is not outsourced.

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

No, we are currently starting to scan day forward documentation.

The primary medical records are electronic and only documents received in paper format will require digitisation going forward.

Please note this is not outsourced.