

**Freedom of Information Request**

**Ref: 23-384**

16 June 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**1. What drove the decision to choose Physitrack among other digital health tools available?**

We tried various different exercise prescription tools, and found Physitrack the easiest to use, with the best exercise library at the time. We then had a month's trial and it fitted our needs.

**2. What challenges, if any, did you encounter during the implementation and how were they addressed?**

We have a large team and Physitrack required purchase of individual licences, which made it more expensive and complicated to co-ordinate across different teams in the Trust. We have also had issues with it not always updating automatically and pts needing to log out and back into the app.

**3. How has the feedback been from your clinical team regarding the usage of the app?**

Generally, people like it and find it easy to use. Nice to be able to see everyone's patients, so you can cross cover and refer to other teams and review their exercises.

**4. Overall, how satisfied are you with Physitrack, and would you recommend it to others?**

Fairly satisfied, the program is good, but an option for a team logon would be nice, and also feedback when a program bounces back. This has been fed back to Physitrack.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, 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:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above 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 Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**