

**Freedom of Information Request**

**Ref: 23-905**

20 December 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 hold some of the information you are requesting

**1. What is the annual cost for your TIE environment support contract, does it cover out of hours support, who is the supplier and when does the contract end?**

TIE supplied by Intersystems (£10k/annum), Support (24/365) supplied by Restart (£22.5k/annum), both contracts are renewed annually

**2. What solution(s) do you use to manage / improve data quality and what is the scope, e.g., is clinical data included?**

Via reports out of CareFlow

**3. How do you manage care planning (e.g. ReSPECT) across multiple providers and teams, e.g., acute, mental health, social care?**

The ReSPECT form should be completed/ reviewed on admission to the Acute providers (i.e. the Acute Trusts) and discussed with the patient and/or their NOK dependent on the Mental Capacity Assessment undertaken at the time and the wishes of the patient.

This ReSPECT form remains in the medical notes of the patient during their inpatient stay and given to the patient on discharge to travel with them into the community setting.

The community services will use this ReSPECT form in their decision making with the patient and/or the family going forward.

The GP will have this decision on the treatment and resuscitation documented by the patient's medical team in the patients discharge letter that is emailed directly to them on discharge of the patient from the acute setting.

If the patient requires the services of multiple providers on discharge, the Home First team Case Manager or Team Lead will often call for a multi-agency meeting either face to face or via Teams to pull together a comprehensive care plan for that patient. The patient and /or family are involved at the earliest opportunity (again dependant on the mental capacity assessment and wishes of the patient) in these planning meetings to ensure everyone understands the process and the plans. If the patient does not have the mental capacity to

make decisions about their discharge plan, an IMCA (Independent mental capacity assessor) is requested to ensure that the patient's best interests are being looked after, who we will work closely with.

**4. What are your plans around creating your system level data/integration strategy?**

We do not hold this information - please contact Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG ICB) at [bnssg.foi@nhs.net](mailto:bnssg.foi@nhs.net) for further information.

**5. Please provide the email address of your main point of contact to discuss the above.**

[digitalservicesadmin@uhbw.nhs.uk](mailto:digitalservicesadmin@uhbw.nhs.uk)

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**

