

**Freedom of Information Request**

**Ref: 24-014**

1 February 2024

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

Based on activity data, approximately 900,000

**2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?**

Based on activity data, approximately 60,000

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

We are unable to provide this information as our systems do not record if the letter relates to clinical outcomes.

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

7.34%

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

System C Careflow - August 2024

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

System C Careflow - August 2024

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

DrDoctor - December 2026

**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?**

Approximately 75%

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

Kainos - December 2024

**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?**

Synertec - 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?**

DrDoctor - December 2026

**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)?**

No

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

2481 received in 2022, 83.75% were processed within 28 days

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

Kainos - December 2024

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

In house

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**