

Freedom of Information Request

Ref: 24-145

5 March 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

Please can you complete the questions below:

1. Patient Administration System (used to support patient management, including tracking patients and managing admissions, ward attendances and appointments)

a. Does the organisation use a Patient Administration System (PAS)?

Yes

If yes, please provide the supplier's name.

System C Careflow

b. What is the contract end date of the PAS supplier?

August 2024

2. Electronic Health Record System (a digital record of patient health information)

a. Does the organisations use an Electronic Health Record (EHR)?

Yes

If yes, please provide the supplier's name.

System C Careflow

b. What is the contract end date of the EHR supplier?

August 2024

3. Patient Engagement (patient engagement tools refer to systems that enable patients to access personal health information and allows patients to choose to participate in their care)

a. Does the organisation use a patient engagement tool?

Yes

If yes, please provide the supplier's name.

DrDoctor

b. What is the contract end date of the Patient Engagement supplier?

December 2026

4. Task Management Functionality

Please tick below which task management functionality currently used at the organisation.

This is not used.

Functionality	Tick if used
Static Task Lists	Not applicable
Automated Escalation and Allocation of Tasks	Not applicable

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