

**Freedom of Information Request**

**Ref: 24-168**

21 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 hold some of the information you are requesting

**1. Do you monitor and log potential patient harms as a result of problems with your Electronic Patient Record (EPR) system?**

Yes

**2. Overall, how many letters to GPs, or documents, have not been sent out as a result of EPR problems?**

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

**3. Please give the date/s when you discovered these letters were not sent?**

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

**4. Overall, how many incidents of potential patient harm have been connected to your EPR system?**

There is no "EPR" category for recorded incidents, so we are unable to answer specifically for serious incidents without reading every individual recorded incident over the past 10 years in detail. This would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of

18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

**5. Overall, how many incidents involving EPR at your trust have been declared as “serious harm” or a “serious incident”?**

We are unable to identify incidents involving EPR specifically. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

**6. Overall, how many patient deaths have been connected to EPR?**

Zero

**7. How much have you spent on your EPR system overall?**

Approximately £26.5 million

**8. How much do you anticipate spending on EPR in the next five years?**

This is not recorded.

**9. What is the anticipated cost of running the EPR system at your trust annually?**

This is not recorded.

**We haven’t specified a date range as trusts have adopted EPR or EMR’s or alternative electronic patient systems within very different timeframes.**

**Some are only just changing over from paper and others have had EPR systems for some years.**

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**