

Freedom of Information Request

Ref: 24-182

25 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 provide the names of the below IT systems utilised by the trust where applicable;

Referral Management Please detail the system utilised by the Trust
Patient wait-list record/ management system/ information - Careflow
Out-patient Clinic Scheduler System - Careflow
Pre-anesthetic Check Scheduler System - NA
Operation Theater Scheduler System - Bluespeir
Telephony/ IVR/ EPABX system - Cisco, Siemens, Mitel & Netcall
Out-patient queuing/ management system - Careflow
SMS/ Email notification system - Dr Doctor
Referral Management system - Careflow

Radiology Department
Patient wait-list record/ management system/ information system - CRIS
Out-patient procedure Scheduler System - CRIS
Pre-anesthetic work-up Scheduler System - NA
In-patient procedure Scheduler System - CRIS
Referral Management system -NA
Telephony/ IVR/ EPABX system - Cisco, Siemens, Mitel & Netcall
Out-patient queuing/ management system - NA
SMS/ Email notification system - NA

Blood tests / Phlebotomy (Laboratory)
Patient wait-list record/ management system/ information system - Careflow
Out-patient procedure Scheduler System - Careflow

Pre-anesthetic work-up Scheduler System - Careflow
In-patient procedure Scheduler System - Careflow, Bluespeir
Referral Management system - Careflow
Telephony/ IVR/ EPABX system - Cisco, Siemens, Mitel & Netcall
Out-patient queuing/ management system - NA
SMS/ Email notification system - DrDoctor

Other Diagnostics (Endoscopy, etc.)

Patient wait-list record/ management system/ information system - Careflow
Out-patient procedure Scheduler System - Careflow
Pre-anesthetic work-up Scheduler System - Careflow
In-patient procedure Scheduler System - Careflow
Referral Management system - Careflow
Telephony/ IVR/ EPABX system - Cisco, Siemens, Mitel & Netcall
Out-patient queuing/ management system - Careflow
SMS/ Email notification system - DrDoctor

Nursing Services

Referral Management system - Careflow
Patient wait-list record/ management system/ information system - Careflow
Out-patient procedure Scheduler System - Careflow
Pre-anesthetic work-up Scheduler System - Careflow
In-patient procedure Scheduler System - Careflow
Telephony/ IVR/ EPABX system - Cisco, Siemens, Mitel & Netcall
Out-patient queuing/ management system - Careflow
SMS/ Email notification system - Dr Doctor

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