

Freedom of Information Request

Ref: 25-191

12 May 2025

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

Ophthalmology Department & IT Record System

1. Does your Trust have an ophthalmology department and/or provide ophthalmology clinics?

Yes

2. If so, what is the name of the principal IT record system used to document results from patient consultations within ophthalmology?

We use multiple IT systems across the trust, the main one being our Patient Administration System, Careflow (System C). In ophthalmology we use a combination of Medisoft (soon to be upgrading to Medisight), Clinical noting, Evolve and ICEDesktop accessible through our PAS.

Imaging Capabilities & System Integration

3. Does the principal IT system allow clinicians to view images from scans conducted during a clinic visit?

Some device reports are available in our ophthalmology specific EPR, for those which are not we use separate viewing systems, often device/manufacture specific. However, we do also have a PACS system available in the Trust, which combine some of our device reports. An Incontextual launch of the imaging PACS system from within the EPR is being planned.

4. Are there any types of medical images that cannot be imported into this principal IT system? If so:

- **What is the name of the IT programme used by clinicians to view these images?**
- **What is the name of the scan/modality that generates these images?**

We use Imagenet 6, Harmony, Zeiss Forum, Optos Viewer, Phoenix, Heidelberg Eye Explorer, EyeSuite.

Data Integration with National Systems

5. Does the principal IT system integrate with the NHS Spine or other national patient record systems (e.g., OpenEyes, Medisoft, Epic)?

Our PAS (careflow) integrates with NHS Spine and then the ophthalmology specific EPRs are downstream with the demographics pushed to those systems.

6. Does the system support the exchange of structured data with other NHS Trusts or external healthcare providers?

Yes

Patient Access & Communication

7. Does the system allow patients to access their ophthalmology records, including images, via the NHS App or another patient portal?

No

8. Are there any restrictions on how imaging data can be shared with patients and external providers?

We are working on a region specific PACS system. We also use Opera for viewing images from community optometry providers.

Image Storage & Viewing Capabilities

9. What is the storage capacity and retention policy for ophthalmology-related imaging within the IT system?

Under Section 31(1)(a) of the Freedom of Information Act, we are required to judge as to whether the disclosure of the information would, or would be likely to, prejudice the prevention or detection of crime. Under guidance issued by the Information Commissioner states that this exemption applies if disclosure of the withheld information would, or would be likely to prejudice the prevention of criminal acts in relation to the Trust's computer systems and information, such as hacking, theft of data, misuse of confidential data or the disruption of the Trust's operations.

10. If images are not viewable within the principal IT system, does the Trust use a separate PACS (Picture Archiving and Communication System) for ophthalmology imaging?

Yes

Future IT Developments & Interoperability

11. Is the Trust planning any upgrades or changes to its ophthalmology IT infrastructure in the next five years?

Yes

12. Are there known interoperability challenges that affect the transfer of ophthalmology data within the Trust or between NHS organizations?

Yes.

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