

FOI_1531_2023-24 – FOI Request concerning Document Management and Patient Related Systems

Please could you kindly respond to the following questions:

- 1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?**
This information is not recorded centrally and would require a manual trawl of patient medical records. This is therefore being exempt under Section 12 of the FOI Act.
- 2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?**
This information is not recorded centrally and would require a manual trawl of patient medical records. This is therefore being exempt under Section 12 of the FOI Act.
- 3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?**
This information is not recorded centrally and would require a manual trawl of patient medical records. This is therefore being exempt under Section 12 of the FOI Act.
- 4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?**
7.05%
- 5. What EPR system do you use please and what is the contract expiry date for that system?**
SystemOne - 19/07/2025
- 6. What PAS system do you use please and what is the contract expiry date for that system?**
SystemOne - 19/07/2025
- 7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?**
N/A
- 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?**
N/A
- 9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?**
System One – 19/07/2025
Rio

EMIS

Sharepoint

Integrated Systems with Portsmouth and Southampton Councils

Ulysses – 24/01/2025

BMS

- 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?**
No
- 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?**
Silvercloud – 30/06/2024
Living with Covid – 31/03/2024
- 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)?**
Matrix – 01/09/2024
- 13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?**
1022 total requests, 939 (92%) processed within 28 days
- 14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?**
No
- 15. Have your digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?**
The Phoenix Partnership Limited (TPP)
SystemOne - 19/07/2025