

Our Ref: NG/RM/24271
Date: 2nd September 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 5th August 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

I am writing to make an open government request for information under the Freedom of Information Act 2000. This request seeks to understand key clinical technology stacks, associated suppliers and contract durations at North Staffordshire Combined Healthcare NHS Trust.

Please provide information regarding the use of the following clinical software systems at North Staffordshire Combined Healthcare NHS Trust:

- **EPR (Electronic Patient Record):** An Electronic Patient Record (EPR) is a digital version of a patient's paper chart. EPRs are real-time, patient-centred records that make information available instantly and securely to authorized users.
- **Patient Engagement Portal:** A Patient Engagement Portal is an online platform that enables patients to interact with their healthcare providers, access their medical records, schedule appointments, and receive educational materials and support.
- **Patient Access System:** A Patient Access System allows patients to manage their appointments, access personal health information, and communicate with healthcare providers, enhancing their overall experience and engagement.
- **Virtual Ward Software:** Virtual Ward Software is used to manage and monitor patients remotely, typically those with chronic conditions or those recovering from surgery, to provide continuous care and reduce hospital admissions.
- **Population Health Management Software:** Population Health Management Software helps healthcare providers manage and analyse health data for a specific population to improve health outcomes, reduce costs, and enhance the patient experience.
- **Contact Centre:** Contact Centre software facilitates communication between patients and healthcare providers, managing inbound and outbound calls, emails, and other forms of communication efficiently.

- Telecare Software: Telecare Software provides remote care services to patients, using technology to monitor health conditions and support independent living, often for elderly or disabled individuals.

For each clinical system listed above, please provide the following details where possible:

- System type:
- Supplier name:
- System name:
- Date installed:
- Supplier contract expiration:
- Is this contract annually renewed? - Yes/No
- Do you currently have plans to replace this system? - Yes/No
- Procurement framework:
- Other systems it integrates with:
- Total value of contract (£):
- Notes - e.g. we are currently out to tender:
- Framework used:
- If no system exists, what alternative do you use?

Please see Appendix 1 attached.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. 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: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. 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.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance

System type	EPR (Electronic Patient Record):	Patient Engagement Portal	Patient Access System	Virtual Ward Software	Population Health Management Software	Contact Centre	Telecare Software
Supplier name	Dedalus	Dedalus				Cisco	Induction Healthcare
System name	Lorenzo	PatientAide	N/A	N/A		UCCX	AttendAnywhere
Date installed	May-17	Mar-24				Unknown	2020
Supplier Contract expiration	May-27	May-27				Aug-27	31/03/2025
Is this contract annually renewed? - Yes/No	No	No				No	Yes
Do you currently have plans to replace this system? - Yes/No	No	No				No	No
Procurement framework	SBS	SBS				N/A	HTE
Other systems it integrates with	Various					None	None
Total value of contract	Circa £715k	N/A					£55k
Notes - e.g. we are currently out to tender		Part of Lorenzo				Part of outsourced service provision	Originally installed as national offering
Framework used						N/A	N/A
If no system exists, what alternative do you use?	N/A	N/A	None	None	The Trust reporting systems (Power BI, SSRS) are used to support PHM efforts		