Our Ref: LW/lmw/FOI.301.23
Date: 12th October 2023

Laurie Wrench
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
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Dear

Freedom of Information Act Request
I am writing in response to your e-mail of the 17th September 2023. 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 attempting to understand what technical solutions are in place across NHS providers for the management of informatics staff and the provision of information and analysis, what resources are required to implement these solutions, and ultimately which ones are the most beneficial. It will in no way be used to probe for information in order to sell or commission any kind of product or service. I would like the attached form to be completed and returned to me via email within 20 working days.

The Trust does hold this information but due to the volume of the data requested, we believe that the cost of collating the information to respond to your request would exceed the threshold of £450 as defined by the Freedom of Information and Data Protection (Appropriate limit Fees) Regulations 2004. As a result, we are refusing your request under Section 12 of the Freedom of Information 2000

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

L. Wrench.

Laurie Wrench
Deputy Director of Governance

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Chief Executive: Dr Buki Adeyemo
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Dear informatics lead, please can you provide a response to the following questions:

Section 1:

1. What are the core patient administration system(s) used by your organisation?
   Click here to enter text.
2. Do you have a data warehouse solution in place to extract, transform and load data from your patient administration system(s) into a central repository for secondary use?
   Choose an item. *(If a relevant option is not available, then enter your own)*
3. What systems/software/programmes/applications does your informatics teams use to:
   a. Manage workload, incorporating receiving requests internally and externally, managing work in progress and communicating to customers through to task/product completion?
      Click here to enter text.
   b. Provide regularly available information to customers, including patient data, reports, dashboards, scorecards and other visual representations of data?
      Click here to enter text.
   c. Analyse data, including descriptive, diagnostic, predictive and prescriptive analysis (as defined in table 1 below).
      Click here to enter text.

Table 1 Types of analysis, adapted from Gibson (2021)

Descriptive analysis	This is the simplest and most common use of data in business today. Descriptive analysis answers the "what happened" by summarizing past data, usually in the form of dashboards. The biggest use of descriptive analysis in business is to track Key Performance Indicators (KPIs).
Diagnostic analysis	Diagnostic analysis takes the insights found from descriptive analytics and drills down to find the causes of those outcomes. Organizations make use of this type of analytics as it creates more connections between data and identifies patterns of behaviour.
Predictive analysis	Predictive analysis uses the data we have summarized to make logical predictions of the outcomes of events. This analysis relies on statistical modelling, which requires added technology and manpower to forecast. It is also important to understand that forecasting is only an estimate; the accuracy of predictions relies on quality and detailed data.
Prescriptive analysis	Prescriptive analysis utilizes state of the art technology and data practices, such as Artificial Intelligence (AI) systems to consume a large amount of data to continuously learn and use this information to make informed decisions, communicating these decisions and even putting those decisions into action.

For the next section of questions, please provide an answer for each system included in response to question 3 (i.e. for parts a, b & c). A matrix has been provided for convenience.

		3a	3b	3c
4.	How long have these systems been in place/used for?	Choose an item.	Choose an item.	Choose an item.
5.	What are the annual costs to use these systems?	Click here to enter text.	Click here to enter text.	Click here to enter text.
6.	Were there any initial set up costs to implement these systems? Is so what costs were incurred?	Click here to enter text.	Click here to enter text.	Click here to enter text.
7.	Have these systems been assessed for their return on investment? If so, what was the outcome?	Click here to enter text.	Click here to enter text.	Click here to enter text.
8.	Do you intend to continue to use these technological solutions in the next 3-5 years? If not, what other solutions are you considering?	Click here to enter text.	Click here to enter text.	Click here to enter text.

Section 2:

9. On average (<u>excluding</u> Freedom of Information requests), how many requests in total do you receive per week or month from both internal and external colleagues/customers for:
    a. Information provision Choose an item. or comment here Click here to enter text.
    b. Regular reports Choose an item. or comment here Click here to enter text.
    c. Analysis Choose an item. or comment here Click here to enter text.
10. On average (<u>excluding</u> Freedom of Information requests), how long does it take from a request being received to completion (i.e. turnaround/process time) for:
    a. Information provision Choose an item. or comment here Click here to enter text.
    b. Regular reports Choose an item. or comment here Click here to enter text.
    c. Analysis Choose an item. or comment here Click here to enter text.
11. How many staff (whole time equivalents) are employed in any capacity to service these types of requests?
    a. Information provision Choose an item. or comment here Click here to enter text.
    b. Regular reports Choose an item. or comment here Click here to enter text.
    c. Analysis Choose an item. or comment here Click here to enter text.
12. Do you use business intelligence cubes / OLAP (Online Analytical Processing) cubes to standardise, consolidate or aggregate relevant data for fast and efficient analysis? Choose an item. *(If a relevant option is not available, then enter your own)*
    Have you implemented or experimented with the use of artificial intelligence or machine learning? Choose an item. *(If a relevant option is not available, then enter your own)*
    a. If so, what has this been used for? Click here to enter text.
    b. How often is this type of analysis conducted? Click here to enter text.

13. Would you be willing to provide more information and discuss these points on a one-to-one basis? If so, please can you provide your details below:

Table 2 Contact details

Name:	Click here to enter text.
Job title:	Click here to enter text.
Email address:	Click here to enter text.
Phone number:	Click here to enter text.

14. Do you have any other comments you would like to add?
    Click here to enter text.

References

Gibson, P (2021). *Types of Data Analysis*. Available from: https://chartio.com/learn/data-analytics/types-of-data-analysis/ (Accessed 19/09/2023)