

Our Ref: NG/rm/FOI.393.23  
Date: 13<sup>th</sup> December 2023

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 11<sup>th</sup> December 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:**

- Do you have a digital or electronic tool to manage your operational activity in real-time in line with Operational Pressures Escalation Levels (OPEL) Framework 2023/24 (see: <https://www.england.nhs.uk/wp-content/uploads/2016/10/PRN00551-OPEL-Framework-2023.24-V2.0.pdf> for more information). **Yes**
- If so, who is the supplier of this tool and when does the contract expire.  
**Provided via EMS+, this is a system agreed provider. ICS hold the contract for this. Should you wish to contact the Integrated Care System you will find information on how to do so here <https://staffsstoikeics.org.uk/>**
- If not, please provide an overview of how you manage OPEL levels within your organisation. **N/A**
- Do you provide real-time data feeds into your ICS System Control Centre. **Yes. The Trust also provide a data feed via SHREWD.**

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**