

Our Ref: NG/RM/25250
Date: 8th August 2025

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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 17th July 2025. 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 all the information to which I am entitled under the FOI Act 2000.

Can you please provide an update on your Trust's Infrastructure, including aspects of SaaS, Messaging, and eProcurement? The questions are in the attached spreadsheet, which I would be grateful if you could fill in.

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

| 1. Do you currently use any Software-as-a-Service (SaaS) ? Do you plan to over the next 2 years? | Yes/No | If yes, preferred supplier | Additional notes |
|--|--------|----------------------------|------------------|
| | Yes | Azure | |

| 2: For each element detailed below, how does your organisation manage its data storage? | On Premises / Off Premises | Main supplier | Annual spend 2024/2025 [£] | Contract end date | Additional notes |
|--|---|---------------|----------------------------|-------------------|------------------|
| In-house data centre | The Trust does not have any 'data centres'. The Trust purchases services from the local shared service provider. | | | | |
| DEFINITION: Physical or virtual servers that are connected internally and externally through networking and communication equipment to store, transfer and access digital information | | | | | |
| Data Storage Management | The Trust does not have any 'Data Storage Management'. The Trust purchases services from the local shared service provider. | | | | |
| DEFINITION: The management of various data storage methods used in the Trust | | | | | |
| Other (please specify) | | | | | |

| 3: Which internal (staff) messaging system does your organisation use? | Main provider | Product version | % Accounted for overall by this method | Contract end date | Additional notes |
|--|---------------|-----------------|--|-------------------|------------------|
| WhatsApp | | | | | |
| Signal | | | | | |
| SMS | EE | | | | |
| Teams | Microsoft | | 100 | 31/12/2025 | |
| Multidisciplinary team (MDT) groups | | | | | |
| Other (e.g. pagers; please specify) | | | | | |

| 4: Which external (for Patients/Outpatients) messaging system does your organisation use? | Main provider | Product version | % Accounted for overall by this method | Contract end date | Additional notes |
|---|---------------|-----------------|--|-------------------|------------------|
| WhatsApp | | | | | |
| Signal | | | | | |
| SMS | Gov Notify | | 100 | | |
| Teams | | | | | |
| Apps | | | | | |
| Other (please specify) | | | | | |

| 5: Do you currently have a remote monitoring solution? | Yes/No | Device Types [Please List] | Number of devices | Main suppliers [please list] | Total annual spend 2024/2025 [£] | Contract end date | Additional notes |
|---|--------|----------------------------|-------------------|------------------------------|----------------------------------|-------------------|------------------|
| DEFINITION: Technology to monitor certain aspects of a patient's health outside of a traditional care setting. E.g. Monitors for blood levels, cardiology, insulin, blood pressure, heart rate etc | No | | | | | | |

| 6: If your organisation does not currently have remote monitoring solutions, are you planning to implement any within the next two years? | Yes/No | Preferred Supplier | Expected types | Additional notes |
|---|--------|--------------------|----------------|------------------|
| Where you plan to implement new remote monitoring solutions, please provide details as requested | No | | | |

| 7: Does your trust have a database management supplier? | Software name | Main Supplier | Total annual spend 2024/2025 [£] | Contract end date | Additional notes |
|---|---------------|---------------|---|-------------------|------------------|
| DEFINITION: Database Management Systems (DBMS) are software systems used to store, retrieve, and run queries on data. A DBMS serves as an interface between an end-user and a database, allowing users to create, read, update, and delete data in the database. | MSSQL | Microsoft | No breakdown available, shared database hosting is provided as part of a wider shared services model and part of the outsourced IT provision. | | |

| 8 Does your trust have data mining suppliers? | Software name | Main Supplier | Total annual spend 2024/2025 [£] | Contract end date | Additional notes |
|---|---------------------------------|---------------|----------------------------------|-------------------|------------------|
| DEFINITION: Data Mining Software helps users analyze data from different databases and detect patterns. Data mining tools aim to find, extract, and refine data and then distribute the information. | No Data Mining Software in use. | | | | |

| 9a. Do you currently use any eprocurement software? | Software name | Main provider | Total annual spend 2024/2025 [£] | Contract end date | Additional notes |
|---|--|---------------|----------------------------------|-------------------|------------------|
| DEFINITION: eProcurement is the use of software systems that help you with procurement activities, where the 'e' stands for electronic. It is a business software that automates the procurement process, from sourcing and vendor selection to purchase order creation and payment processing. It helps with supplier management, spend management/analysis, contract management, and compliance in procurement operations. | Procurement is outsourced and provided by University Hospital of North Midlands (UHNM). The Trust does not have an eprocurement service. | | | | |

| 9b. Of the modules you have purchased with this software, which are you actively using? | Please list | Additional notes |
|---|-------------|------------------|
| | | |

| 9c. If you do not use any eprocurement software, do you plan to over the next 2 years? | Yes/No | Supplier name | Additional notes |
|--|--------|---------------|------------------|
| | No | | |