Our Ref: NG/RM/25382
Date: 20th November 2025

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 24th October 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 under the Freedom of Information Act (2000) to please request the following information regarding your Trust's **patient portal**, also known as a **Patient Engagement Portal (PEP).**

General Information

1. Does your Trust have a PEP? **Yes**
- If no, do you plan to have one? **N/A**

2. What is the name of your PEP product? *PatientAide* **(supplier: Dedalus).**

3. What year did your PEP go live? **The platform is currently in technical onboarding with the NHS App via the Wayfinder programme. Appointment functionality is due to go live in Q4 2025.**

Staff Training and Support
4. Did staff receive formal training on using the PEP during implementation? **Yes**
- If yes, was this mandatory? **Training is part of the implementation plan and change management process.**

5. Do staff receive formal ongoing training on the PEP? **Yes**
- If yes, is this mandatory? **Ongoing support and engagement are planned through digital champions and communications.**

6. Which job role and/or department provides support for staff using the PEP? **Digital Transformation Team, supported by Clinical Digital Champions.**

7. s it mandatory for staff to use the PEP? **No**

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Implementation and Management

8. Which team led the PEP implementation process? **Digital Transformation Team**

9. Did your Trust have a formal implementation strategy or project plan for the PEP? **Yes**

10. Does your Trust have dedicated Project Management support for digital transformation? **Yes**
- If yes, please provide the job title. **Digital Transformation Lead**

11. Does your Trust have any ring-fenced funding to support digital transformation? **Yes, Via Funding bids from NHSE.**

12. Does your Trust have a designated board-level role with responsibility for digital strategy? **Yes**
- If yes, please provide the job title. **Chief Strategy Officer**

13. Do you have a dedicated team solely working on the PEP? **No**
- If yes, how many members of staff work on this team? **N/A**

PEP Functionality

14. From the following list, please tick which PEP functionalities are:

- Live currently
- Due to be implemented in the next 12 months

	Live	12 Months
Notifications such as appointment confirmation and reminders	✓	
Appointment scheduling/rescheduling		✓
Digital letters	✓	
Test results		✓
Asynchronous messaging		✓
Forms for patients to complete via the portal such as PROMs, PREMs, pre and post-operative forms etc	✓	
Patient-initiated follow-up (PIFU)		✓
Wait list validation		✓
Use of Artificial Intelligence		**Future roadmap**

Usage Data

15. How many staff have logged on to the PEP in the last 6 months? **N/A – platform not yet live**.

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16. Please provide a breakdown of the staff groups who have logged on to the PEP in the last 6 months, shown as percentages. **N/A – platform not yet live**.

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

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