

## FREEDOM OF INFORMATION REQUEST

RF24-036

### Request:

1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?
2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?
3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?
4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?
5. What EPR system do you use please and what is the contract expiry date for that system?
6. What PAS system do you use please and what is the contract expiry date for that system?
7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?
8. If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?
9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?
10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?
11. Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?
12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?
13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?
14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?
15. Have your digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

### Response:

We can confirm East Kent Hospitals University NHS Foundation Trust (EKHUFT) holds part of the information you have requested.

1. 763,179
2. 118,801 were sent 01/01/2022 to 31/12/2022 (includes day cases, maternity, ambulatory care)
3. Information not held
4. Information is only held from February 2022.  
8.8% from February 2022 to December 2022
5. Altera Sunrise, December 2026 (if we do not extend)
6. Altera PAS, December 2026 (if we do not extend)
7. PATHEKS2 (no expiry as internal system)

8. Yes. Information is not held on the % as it is not possible to measure all sources
9. CITO. Expiry date is 31 March 2025
10. Yes, Synertec. Expiry date is 21 March 2024. (To note this is currently being retendered via the Commercial Solutions framework)
11. No, our preference is to use NHS App
12. Yes, in-house system so not cost or contract
13. We received 2969 requests in 2022. 97.65% were responded to within one calendar month.
14. No
15. We aim to be digital first with our EPR and maximise end to end digital.

**(DATE OF RESPONSE: 23 FEBRUARY 2024)**