

**Ref: 3048 (January 2018)**

Dear Louise

Please find below the delayed response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

- Any complaints or escalations from each trust across the UK relating to technology. Including new technology being introduced (iPads etc.) as well as complaints about the internal computer systems. I would like this information broken down by hospital or other location (e.g. ambulance dispatch centre or community area), and would like the details of each the complaint.
- If the above has an impact on the A&E department, I would like that detailed separately.
- Any information that is submitted internally relating to complaints about technology
- Information about any tech trials your trust has been a part of, including smart watches, iPads etc. and any feedback you have had on these.
- Any instances of periods of time where hospitals are unable to function normally because of issues with the IT systems. Including details of the trust and time it took to fix the issue

The Trust has not received any formal complaints about IT technology or systems. We get issues reported to the helpdesk, but these are usually regarding system failures, not complaints about systems and due to the way this data is recorded it would take in excess of 18 hours of staff time (set at £25 per hour) to collate this information and therefore the cost of compliance exceeds the appropriate limit so is exempt under Section 12 of the FOI Act.

- Results of the employee survey for the past 2 years, including any mentions of frustrations around technology.  
The results of the survey can be found at - <http://www.nhsstaffsurveys.com/Page/1046/Latest-Results/Acute-Trusts-S-to-Z/Is>

I would also like information on:

- Information on the computer systems and operating systems that are currently being used in each trust

VMWare 5.5

Windows Server 2008 R2

Windows Server 2012 R2

Windows 7

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Jo Ward

on behalf of Gillian Hoskins

Trust Board Secretary &

Freedom to Speak Up Guardian

[www.waht.nhs.uk](http://www.waht.nhs.uk)

Ref: FOI 3069

Dear Elena

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

1. Does your organisation have a Facebook Page(s)? If yes, what is/are the url(s) and when were they set up?  
**Yes. 2016. This information is available on our website**  
<http://www.waht.nhs.uk>.
2. Does your organisation advertise or spend any money on Facebook? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2004?  
**No**
3. Does your organisation have a Twitter Account? If yes, what is/are the url(s) and when were they set up?  
**Yes 2014. This information is available on our website**  
<http://www.waht.nhs.uk>
4. Does your organisation advertise or spend any money on Twitter? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2006?  
**No**
5. Does your organisation use Google G-Suite services (Google services) or does your organisation rely on google for any services (such as email hosting)? If yes, what are the services, when were they agreed and how much did they cost?  
**No**
6. Does your organisation advertise or spend any money on Google? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since the payments first began?  
**No**

7. Is there an official policy for the use of organisational Facebook or Twitter Accounts (ie how to post, what to use it for and when to delete or preserve records)? If there is a policy (or policies) please may I be provided with them?

Yes the Trust has an internal policy on social media but is unable to provide this information as it believes it is contrary to Section 43 of the FOI Act 2000 (Commercially sensitive information)

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Jodie Fry

on behalf of Gillian Hoskins

Trust Board Secretary &

Freedom to Speak Up Guardian

February 2017

FOI Ref 3079

Dear John

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

Which Web Filtering Solution do you currently have implemented at the trust? **This information is commercial in confidence.**

How many users does this support? **All Trust employees**

Who was this purchased through? **VTG**

How much is the current contract value and how many years does this cover? **£10K 3 years**

When is the Web Filtering contract due to expire? **Feb 2021**

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Regards,

Jodie Fry

on behalf of Gillian Hoskins

Trust Board Secretary &

Freedom to Speak Up Guardian

FOI 3082

Dear Emma

I am writing to you under the Freedom of Information Act 2000 to request the answer to the following questions:

1. Who is responsible for the security monitoring of your IT networks?

- a) In-house IT team
- b) Outsourced team
- c) Not applicable

2. How many times, if any, have you suffered a breach in the last three years as a result of unpatched or outdated software? 0

3. Have you suffered any downtime as a result of any IT security issues in the last three years, if so which parts of your IT infrastructure were down and for approximately how long? N/A

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

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Yours sincerely,

Jodie Fry

on behalf of Gillian Hoskins

Trust Board Secretary &

Freedom to Speak Up Guardian

FOI ref 3085

Dear Elizabeth

1. Does your organisation adhere to the [Network Security guidance](#) outlined by the National Cyber Security Centre, within its '10 Steps to Cyber Security'?
  - Yes
  - No
2. Do you ensure that security patches for critical vulnerabilities are routinely patched within 14 days, as recommended by the National Cyber Security Centre?
  - Yes
  - No
3. Have you suffered from any service outages on your network in the last two years, however small?
  - Yes
  - No
4. Did any of these outages cause a loss, reduction or impairment to your organisation's delivery of essential services?
  - Yes
  - No
5. Was the root cause of the service outage identified and confirmed – at the time or afterwards?
  - Yes
  - No
6. Is it possible that any service outages you have suffered in the last two years was caused by a cyber attack – such as ransomware, DDoS attack, or malware?
  - Yes
  - No
7. Are you aware that Distributed Denial of Service (DDoS) attacks are a significant contribution to service interruptions, outages and downtime?
  - Yes

o No

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Yours sincerely,

Jodie Fry

x 3092

on behalf of Gillian Hoskins

Trust Board Secretary &

Freedom to Speak Up Guardian

[FOI Ref 3086](#)

Dear Henry

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

1. What Theatre management System/Application (If any) do you use to manage your operating theatres? **Opera (GE)**
2. What Patient Administration system (PAS/EPR) (If any) do you use to manage your patients/waiting list? **Cerner Millennium**
3. What Integration Engine (if any) do you use to handle the inbound and outbound communication between your clinical systems. **Health Share (Intersystems)**
4. Do you have an Inbound/Outbound HL7/ADT Interface on your PAS System? **Yes**
5. Do you have an Inbound/Outbound HL7/ADT Interface on your Theatre System? **Yes**

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

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Jodie Fry

x 3092

on behalf of Gillian Hoskins

Trust Board Secretary &

Freedom to Speak Up Guardian

[gillian.hoskins@nhs.net](mailto:gillian.hoskins@nhs.net)

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FOI Ref 3107

Managed printing services

- 1) Does the organisation have a managed print service?
  - a. If so please state the name of the supplier used  
Yes - HP
- 2) Contract end date – 31/07/2019
- 3) Total annual cost (2016/17) £117k
- 4) Please provide the details of individual responsible for authorising/signing the contract for the organisations procurement of printer devices – please provide the following
  - a. Name Unable to provide below Associate Director level
  - b. Job Title: Head of Health Informatics
  - c. Maximum Sign-off Unable to provide below Associate Director level

Infrastructure

- 5) How many printer devices does the NHS organisation have? **Circa 207**
- 6) Please provide a breakdown of the number of printers by the following types of devices:
  - a. MFDs (floor standing A3/A4 MFDs) **32**
  - b. Networked Printers (A4 printers, desktop MFDs) **174**
  - c. Personal Printers (A4 inkjet and small all in one devices not networked) **1**
- 7) How many staff within the organisation use IT services and can print to printers and MFDs? incl. all staffing groups e.g IT, doctors, admin, secretaries etc. **Circa 1500**
- 8) What is the total number of pages produced per member of staff, each month? **67**
- 9) What is the estimated % of pages printed in colour each month? **15.8%**

### Supply & Operational Costs

- 10) How much does it cost the NHS organisation to process a consumable transaction?  
*ie. This should include all costs associated to raising a purchase order; raising a requisition, budgetary approval, choosing the source, raising the physical purchase order, communicating it to the supplier, receiving the goods or services, reconciling the purchase order and invoice, approving the invoice for payment, paying the invoice and archiving the documents – **not recorded***
- 11) What is the cost per call to the provider's help desk/service desk? **Not Recorded**
- 12) What is your power cost per kWh for 2016/17?  
*This represents the cost that the organisation pays for electricity divided by the total electricity consumed (kWh) **information not available.***
- 13) What is the average capital write-down, lease or rental period for the printers & MFDs within the organisation (e.g. 3, 4, 5 years)? **5 years**
- 14) Does the organisation use non-original equipment manufacturer (non-OEM) consumables? If so, what savings has the organisation achieved through these purchases? **No**
- 15) Has the trusted funded (either through capital or external financing) any projects relating to the procurement of printer devices?
  - a. If so, how much has the organisation invested? **Revenue**
  - b. What is the expected/planned annual savings for the project? **15% print volume reduction.**

FOI Ref 3118

Dear Vicky

Cloud

1. Does your Trust have a Cloud strategy, if yes please could you provide **No**
2. As a public sector organization are you following a Cloud first strategy? Starting to look at options
3. Does your organization use the following Cloud services
  - Data Storage **No**
  - Data back up **No**
  - Business continuity and Disaster Recovery (BCDR) **No**
  - Test and Development **No**



- Application provision No
- Platform as a Service (PaaS) such as managed SQL No
- Business Intelligence – Understanding and using your data to enhance your business No
- Automation No
- Exchange online Yes, NHSMail
- Hybrid Exchange for government PSN requirements (GSX Emails) No
- Archiving No
- Email Encryption No
- SharePoint Online No
- Intranet/Document Management Systems Yes, from another NHS org.
- Skype for Business Yes, via NHSMail
- Integration with existing telephone No
- Instant Messaging & Presence Yes, Evernote
- OneDrive No
- 1TB file Storage and sharing No

#### Software Asset Management (SAM)

1. Do you have any Software Asset Management (SAM) tool or service in place to assess your current software assets? Yes
2. Do you directly manage your software licensing or do you look to a third party for support? In house
3. When is your SAM tool / service up for review? 2020
4. What do you do with the output information from your tool / Service? Manage software licences
5. What would you be looking to improve around your software licensing process? Nothing at the moment.

#### EUC and Infrastructure

1. What desktop OS are you currently running? Windows 7

Do you have a Digital transformation Strategy? if yes please could you provide No

How do you currently deliver Clinical apps to clinicians (e.g Workspace One, EUC AirWatch etc) We don't use clinical apps on mobile devices

And finally what current Microsoft agreement do you have? 3 year SQL licencing, all other licences are purchased as needed.

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Yours sincerely,

Jodie Fry

FOI Ref 3143

1. What Patient Administration System do you use? Cerner Millennium
2. Who is your supplier for Electronic Health Record/ Electronic Patient Record? Cerner Millennium & Elekta for MOSAIQ
3. What system do you use for Oncology. MOSAIQ

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

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Yours sincerely,

Jodie Fry

March 2018

FOI Ref 3147

1. Who is, or will be, your EPR systems provider?  
Cerner
2. What are the names and titles of the 2 main contacts within the Trust responsible for your EPR system?  
Clinical Systems Development Manager, Head of Health Informatics
3. What are the names and titles of the 2 main points of contact for EPR budgets and cost saving initiatives?  
Head of Health Informatics
4. Who is responsible for Quality Assurance and Testing for the Trust's IT & Applications?
5. Information Improvement Manager
6. What is your forecasted spend on EPR testing annually starting from 2017 onwards?
7. Circa 50k
4. How many scripts are you manually executing for your EPR regression testing?
5. Circa 150
6. How long does it take to run a master regression test for EPR? i.e to execute all your regression scripts?
- 7.
8. How many in-house testers do you have? Permanent staff and contractors today?  
1
8. What modules do you have in your EPR currently?

9. A&E, Inpatient, Outpatient, some clinical docs e.g. discharge summaries
10. What modules are you planning on implementing or upgrading in the next 18 months?  
Non
10. Is your EPR hosted by a third party or managed directly by the Trust.
11. Hosted by Cerner
12. What is your total annual EPR budget?  
Circa 750k
12. What % of your EPR budget is allocated for testing?
13. 0, the testing resource is part of the ongoing revenue budget
14. In man-days, what is your total projected effort for systems testing in 2018?  
All systems. Circa 150
14. How many changes do you implement each month for your EPR?
15. Circa 10
16. How much of your regression testing is covered by automation?  
none
16. Who is your CCIO?
17. Director of Finance
18. Who is your CIO?  
Head of informatics
18. What is required to become an IT Services supplier to your Trust?
19. The Trust is currently not looking to change suppliers

FOI Ref 3169 – March 2018

1. Trust name:  
Weston Area Health NHS Trust
2. Type of trust:  
Acute General Hospital
3. Do you currently have an EPR system(s) in place?  
PAS - Yes
4. Can you provide a name for the system(s)?  
Cerner - Millennium
5. How much are you currently spending on this system annually for licensing and support fees?  
Under Section 43 commercial interest, the Trust is unable to answer this
6. What is the date of contract expiry for the system(s)?  
October 2020
7. Do you intend to go to tender for a new EPR (if applicable)?  
possibly
8. How many users? (an estimation if unsure)  
220 concurrent (circa 1,000 users)
9. How is your system hosted?  
Remotely hosted
10. Who is responsible for your local implementation of the objectives set out by the NHS in the Five Year Forward View?  
Head of Health Informatics
11. Can you please provide the name and email of your Chief Clinical Information Officer or the person who holds the equivalent role in your trust?

The Trust does not provide details of staff below the level of Associate Director via FOI. All managers can be approached using their job title by telephone on 01934 636363.

12. Can you please provide the name and email of your Director of Informatics or the person who holds the equivalent role in your trust?

Mr Jeremy Spearing [jeremy.spearing@nhs.net](mailto:jeremy.spearing@nhs.net)

FOI Ref 3180 March 2018

Dear Jonathan

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

I have the figures requested in FOI 3180.

For question 1 we had

For the remaining 4 questions the results returned as 0. I believe if a patient is diagnosed with other codes they would go up to Bristol for specialist care hence why our numbers are so low.

- 1) Any diagnosis from the category Z38 (ie Z38.0 – Z38.8, I believe obtained by searching for Z38.X, but local procedures may vary). This diagnosis could be in any position, principle or secondary.

Explanation: This is looking at the number of live births in the time period in your trust.

**402 admissions with a diagnosis from the category Z38.**

- 2) The number of episodes from the results of part 1) that has also given the diagnosis code P39.9. This diagnosis could be in any position, principle or secondary.

Explanation: This is looking at the number of the above patients who were screened and treated for sepsis, without diagnosed bacteraemia.

**0**

- 3) The number of episodes from the results of part 1) that has also given a diagnosis from the category P36 (ie P36.0 – P36.9, I believe this is searched for by P36.X). This diagnosis could be in any position, principle or secondary.

Explanation: This is looking at the number of patients from part 1) who had a bacterial sepsis.

**0**

- 4) The number of episodes from the results of part 1), which also has the procedure code A55.8 or A55.9

Explanation: This is looking at the number of patients from part 1) who have had a lumbar puncture, an investigation for meningitis.

0

- 5) The number of episodes from the results of part 1), which also has any diagnosis from the category G00, G01, G02, or G03. These diagnoses could be in any position, principle or secondary

0

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

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Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Jo Ward

on behalf of Gillian Hoskins  
Trust Board Secretary &  
Freedom to Speak Up Guardian

[gillian.hoskins@nhs.net](mailto:gillian.hoskins@nhs.net)

Telephone: 01934 647002

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FOI Ref 3183

Dear Vicky

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

1. Does your Trust have a plan or strategy in place to limit and discourage the use of consumer messaging apps (e.g. WhatsApp) within the Trust?

**No**

2. What instant messaging apps does the Trust currently provide to staff?

**None**

3. The name and email address of the person responsible within the Trust who is responsible for evaluating & purchasing instant messaging apps for staff to communicate.

**Not Applicable**

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

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Yours sincerely,

Jo Ward

on behalf of Gillian Hoskins

Trust Board Secretary &

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[gillian.hoskins@nhs.net](mailto:gillian.hoskins@nhs.net)

Telephone: 01934 647002

[www.waht.nhs.uk](http://www.waht.nhs.uk)

May 2018

Ref 3249

Dear Ivor

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

1. Does your organisation have a Microsoft volume licensing agreement in place **NO**
2. If yes, to 1. above, what type of volume license agreement(s) is it. For example (but not limited to) Subscription, Enterprise Wide Agreement, Office 365. Please list all agreements types if you have more than one **N/A**
3. For each volume licensing agreement, what is the yearly contract value (please not exemption due to commercial sensitivities is not applicable here as this information should already be made public) **N/A**
4. For each volume licensing agreement, please provide detailed list of licenses descriptions, SKU's and their quantities **N/A**

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Yours sincerely,

Jo Ward

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Telephone: 01934 647002

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Ref 3258

Dear Joanne

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

Can you kindly let me know which sexual health software, your sexual health clinics are using, across the trust, please?

**The system used within the WISH clinic at Weston General Hospital and its relevant software is supplied by Lillie Blithe.**

Can you also let me know the contract renewal dates, please?

**The contract renewal date is November 2018.**

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

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Yours sincerely,

Jo Ward

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Copy of FOI Ref  
3263.xlsx

Ref 3263

Dear Suzanne

Please find attached the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

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Yours sincerely

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Ref 3283

Dear Kirstie

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

1. In the last financial year, what was the Trust spend on patient pathway validation obtained from external providers (contractors, staffing agencies)? **Nil**
2. Does the Trust currently utilise software developed and provided by an external provider to generate information on the Trust's incomplete, planned inpatient or planned outpatient waiting list data (dashboards, reports etc)? **No**
3. In the last financial year, what was the Trust spend on software developed and provided by an external provider to generate information on the Trust's incomplete, planned inpatient or planned outpatient waiting list data (dashboards, reports etc)? **Nil**
4. Does the Trust currently utilise software developed and provided by an external provider to generate information on cancer waiting list data (dashboards, reports etc)? **Yes**
5. In the last financial year, what was the Trust spend on software developed and provided by an external provider to generate information on cancer waiting list data (dashboards, reports etc)? **c15k**
6. Does the Trust currently use an external provider to deliver RTT training to Trust staff? **No**
7. In the last financial year, what was the Trust spend on externally developed RTT training? **Nil**
8. What Patient Administration System (PAS) is currently used by the Trust? **Cerner Millennium**
9. What Patient Administration System (PAS) is the Trust planning to procure and utilise once the Trust's existing PAS contract has expired? **No procurement exercise has taken place as yet**
10. In the last financial year, has the Trust had an audit or review of the Trust's patient waiting list data quality by an external organisation? **No**
11. In the last financial year, what was the Trust's spend on review or audit of the Trust's patient waiting list data quality delivered by an external organisation? **Nil**

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

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[gillian.hoskins@nhs.net](mailto:gillian.hoskins@nhs.net)

Telephone: 01934 64700

[www.waht.nhs.uk](http://www.waht.nhs.uk)

Ref 3286

Dear To Who It May Concern,

My name is Safi Salik and I am a student at Kingston University undertaking a research piece for my second year. As part of this, I am analysing information on hospital trust and would be obliged if you would provide as much of the following information as possible under an FOI request. Wherever possible, please include the name and the version number of all systems:

- PAS
- EPR
- Emergency Department Information System
- Radiology Information System
- PACS
- Do they use NHS Mail
- Other email solutions
- Clinical Noting
- Operating Systems ▪ By Desktop and By Server
  
- Anti Virus Vendor
- Clinical Decision Support Systems
- Other key clinical systems

If you know your current EPR level, or CMDI score please can you include this as well, and any supporting information.

I look forward to your response.

Yours sincerely,

Dear Safi

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

This information requested is already out in the public domain and can be found at [www.waht.nhs.uk/en-GB/About-The-Trust/Freedom-of-Information/Freedom-of-Information1](http://www.waht.nhs.uk/en-GB/About-The-Trust/Freedom-of-Information/Freedom-of-Information1)

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Yours sincerely,

Jo Ward

on behalf of Gillian Hoskins

Trust Board Secretary &

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