

Information Governance

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9 February 2017
Reference no. 17180327

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 17 January, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

Under the FOI Act, I would like to request access to the following information, including any data from the past five years:

- 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

- Results of the employee survey for the past 2 years, including any mentions of frustrations around technology.

I would also like information on:

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

Response:

The Trust is able to provide the following information. The Trust has received formal complaints, and does not provide A&E services.

Primary systems are as follows:

- Microsoft Windows 7 / 10 operating system
- Microsoft Office 2016
- Carenotes
- Adastra
- Electronic Staff Record
- E-Financials

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

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

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance