

Information Governance

White Building
Littlemore Mental Health Centre
Sandford Road
Littlemore
Oxford
OX4 4XN

Tel: 0845 219 1269

Fax: 0845 219 1275

Web: www.oxfordhealth.nhs.uk

17 August 2018

Reference no. 18190186

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 30 July 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:

1. How many computers in total do you have across your entire Trust?
2. How many of your computers are currently running Windows XP or Windows 7 software?
3. How many of your computers are currently running Windows 10 software?
4. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) have computers across your Trust crashed and required rebooting. Please provide a best estimate if precise data is not collated.
5. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) has your IT Department been contacted because of any computer problems across your Trust? Please provide a best estimate if precise data is not collated.
6. For each of the calendar years 2015, 2016, 2017 and 2018 (Year to Date) what is the longest time a computer was broken/remained unfixed and therefore was not used by staff anywhere across your Trust?
7. Please list any incidents of patients coming to harm, because of a fault related to an IT system failure.

Response:

1. 6000 plus
2. 0
3. 6000 plus
4. The Trust holds no information with respect to your request.

5. The Trust holds no information with respect to your request.
6. The Trust holds no information with respect to your request.
7. The Trust holds no information with respect to your request.

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 Fol 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