

**Information Governance**  
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Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

4 January 2019  
Reference no. 18190337

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 6<sup>th</sup> December 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:**

Please could I enquire as to what system your Trust uses to record clinical and non-clinical incidents that occur within the Trust?

Specifically, I would like to know the following:

1. Does your Trust use an electronic system to record and manage clinical and non-clinical incidents including patient safety incidents?
2. If yes to question 1, what is the name of the system you use to record and manage clinical and non-clinical incidents within the Trust?
3. In relation to the system named in question 2, do you use the system for any other functions other than the reporting and management of incidents?
4. If yes to question 3, could you please detail what additional functions the system is used for (i.e complaints management and risk management)?

5. Could you please provide the cost of the system named in question 2 for the last financial year (2017/18)?
6. If possible, could you please provide the cost of the system named in question 2 for the last 5 financial years?

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

Response:

1. Yes.
2. Ulysses
3. Yes.
4. Complaints, Serious Incidents, Risk Management.
5. Section 43 applied, likely prejudice to commercial interests.
6. Section 43 applied, likely prejudice to commercial interests.

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