22 January 2019
Reference no.18190388

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 21 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:

1. Does your hospital trust utilise an electronic medical record system for recording and managing patient records?

2. If your trust does use an electronic medical record system, which system is used and who supplies this software?

3. Does your hospital trust continue to use paper based records for recording and managing patient's case nose or are records exclusively managed by an electronic system?

Response:

1. Yes.
2. Carenotes, OneAdvance.
3. Yes, paper is used to a degree.

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. The Trust will process a review within 20 working days of the day after receiving a request for review.

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