

Date: 13/02/2018

FREEDOM OF INFORMATION REQUEST FOI/013886 – Complaints relating to technology

**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.**

The Trust IT department has not got a complaints database as such. There is a central IT service helpdesk that staff can call and log a job if they have a problem with their computer or Trust systems. On occasion the request can be resolved remotely and other times a technician will attend the Users workstation/area to resolve any issues. The call is not classed as an official complaint.

- **If the above has an impact on the A&E department, I would like that detailed separately.**

Please see response above.

- **Any information that is submitted internally relating to complaints about technology**

Please see response above.

The Trust's Complaint's reporting tool is focused on patient care not 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.**

The IT Department is unaware of any trials of this nature

- **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**

Exemption 43

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

Results are published on <http://www.nhsstaffsurveys.com/Page/1056/Home/NHS-Staff-Survey-2017/>

**I would also like information on:**

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

Exemption 43

\*\* Exemption 43 has been applied given it is commercially sensitive in that providing the information may compromise information security.

To see previous FOI responses on IT please go to the Trust website <http://dudleygroup.nhs.uk/about-us/freedom-ofinformation/disclosure-log/>