

Trust Headquarters
 Russell's Hall Hospital
 Dudley
 West Midlands
 DY1 2HQ

Ref: FOI-052024-000889

Date: 04/10/2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

1) Does the Trust use a third-party provider to create/write, manage or track patient information leaflets? If so, could you please provide the following information (if the Trust uses multiple third-party solutions, please provide details for all of these):

- The current supplier(s)
- Contract value(s) (per annum)
- Contract(s) renewal date(s)
- When did the Trust first start using this third-party?

2) Does the Trust have a software solution to manage patient e-consent? If yes, is this a standalone solution, or part of a wider electronic patient records system?

3) For the Trust's patient e-consent system(s), could you please provide the following information (if the Trust uses multiple third-party solutions, please provide details for all of these):

- The current supplier(s)
- Contract value(s) (per annum)
- Contract(s) renewal date(s)
- When did the Trust first start using this third-party?

4) Please could you indicate which solutions are used by each department in the Trust:

Department	Patient information leaflets <i>(e.g. third-party provider incl. name, no external solution used, not applicable)</i>	E-consent <i>(e.g. third-party provider incl. name, no external solution used, not applicable)</i>
Accident and emergency (A&E)		
Diagnostic imaging / radiology		
Endoscopy		
Mental Health		
Obstetrics		
Oncology		
Paediatrics		
Surgical procedures (day-patient / in-patient)		
Surgical procedures (out-patient)		

Response

1) Does the Trust use a third-party provider to create/write, manage or track patient information leaflets? **No – All done internally**

If so, could you please provide the following information (if the Trust uses multiple third-party solutions, please provide details for all of these):

- The current supplier(s)
- Contract value(s) (per annum)
- Contract(s) renewal date(s)
- When did the Trust first start using this third-party?

2) Does the Trust have a software solution to manage patient e-consent? If yes, is this a standalone solution, or part of a wider electronic patient records system?

The Trust procured a third-party supplier to provide solution for electronic consent. See supplier details below. The solution is standalone with document integration into our EPR (Sunrise).

3) For the Trust's patient e-consent system(s), could you please provide the following information (if the Trust uses multiple third-party solutions, please provide details for all of these) **As Above**

- The current supplier(s) – **Concentric Health Ltd**
- Contract value(s) (per annum) - **Contract 1st April 2022 – 31st March 2024 £225,000
Free 12- month extension 1st April 2024 – 1st April 2025**
- Contract(s) renewal date(s) – **See above**
- When did the Trust first start using this third-party? – **Go-live to General Surgery with e-consent from 29/08/2023**

4) Please could you indicate which solutions are used by each department in the Trust:

Department	Patient information leaflets <i>(e.g. third-party provider incl. name, no external solution used, not applicable)</i>	E-consent <i>(e.g. third-party provider incl. name, no external solution used, not applicable)</i>
Accident and emergency (A&E)	N/A	Not currently but included in Phase 3
Diagnostic imaging / radiology	N/A	Not currently but included in Phase 3
Endoscopy	N/A	Not currently but included in Phase 3
Mental Health	N/A	N/A
Obstetrics	N/A	Yes – Concentric Health
Oncology	N/A	Yes – Concentric Health
Paediatrics	N/A	Yes – Concentric Health
Surgical procedures (day-patient / in-patient)	N/A	Yes – Concentric Health
Surgical procedures (out-patient)	N/A	Yes – Concentric Health

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust