

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

Ref: FOI-122023-000515

Date: 15th December 2023

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

Request

Description of Information:

- Do you have a digital or electronic tool to manage your operational activity in real-time in line with Operational Pressures Escalation Levels (OPEL) Framework 2023/24 (see: <https://www.england.nhs.uk/wp-content/uploads/2016/10/PRN00551-OPEL-Framework-2023.24-V2.0.pdf> for more information)
- If so who is the supplier of this tool and when does the contract expire
- If not, please provide an overview of how you manage OPEL levels within your organisation
- Do you provide real-time data feeds into a your ICS System Control Centre

Timeframe of Information:

01/01/19 - Present Day

Response

We do not have a real time management tool - however we report 3 times daily against REAP levels or as needed according to demands to our capacity.

Yes, real time data feeds into ICS system - uses SHREWD.

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