

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

Ref: FOI-122023-000483

Date: 23rd January 2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

<p>What is the annual cost for your TIE environment support contract, does it cover out of hours support, who is the supplier and when does the contract end?</p>	<p>ASM cost - £5.5k per annum</p> <p>24/7 support</p> <p>Supplier/Product –</p> <p><i>It Is imperative that the Trust is cyber resilient, cyber-attacks against infrastructure have the potential to inflict significant, real-life disruption and prevent access to critical services that are vital to the functioning of Trust systems. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.</i></p> <p>Contract end date – 30/09/2024</p>
<p>What solution(s) do you use to manage / improve data quality and what is the scope, e.g., is clinical data included?</p>	<p><i>Locally developed SSRS and PowerBi reports and nationally available Data Quality Maturity reports via NHS England Portal are used to monitor Data Quality. The scope varies dependant on the subject. We also have a Data Quality Kitemark policy that's applicable to any data subject to assess the quality of a given data item. There is also a Data Quality and Standard's group that has a reporting route to exec level for items of organisational concern.</i></p>

How do you manage care planning (e.g., ReSPECT) across multiple providers and teams, e.g., acute, mental health, social care?	The Trust has multiple systems that allow across agency collaboration, most are bespoke designs to meet business and care needs.
What are your plans around creating your system level data/integration strategy?	The Trust is constantly engaged with our collaborative partners and are still in the early stages of data and system alignment. We have procured a Master Data Manager solution to allow easier integration of disparate provider data as use cases become viable while a single integration strategy is implements
Please provide the email address of your main point of contact to discuss the above.	<p>Adam Thomas</p> <p>Adam Thomas can be contacted via the Trust switchboard on 01384 456111.</p> <p>Please see board structure</p> <p>Board structures –</p> <p>Board structure - The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</p> <p>The Dudley Group NHS Foundation Trust (dgft.nhs.uk)</p>

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