

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

Ref: FOI-032024-000634

Date: 11/03/2024

Address / Email:

Dear

**Request Under Freedom of Information Act 2000**

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

**Request**

I am writing to request information under the Freedom of Information Act regarding PAS, EHR and task management systems. Please can you complete the questions below:

**1. Patient Administration System (used to support patient management, including tracking patients and managing admissions, ward attendances and appointments).**

- a. Does the organisation use a Patient Administration System (PAS)? If yes, please provide the supplier's name.
  
- b. What is the contract end date of the PAS supplier?

**2. Electronic Health Record System (a digital record of patient health information).**

- a. Does the organisations use an Electronic Health Record (EHR)? If yes, please provide the supplier's name.
  
- b. What is the contract end date of the EHR supplier?

**3. Patient Engagement (patient engagement tools refer to systems that enable patients to access personal health information and allows patients to choose to participate in their care).**

- a. Does the organisation use a patient engagement tool? If yes, please provide the supplier's name.
  
- b. What is the contract end date of the Patient Engagement supplier?

**4. Task Management Functionality**

Please tick below which task management functionality currently used at the organisation.

Functionality	Tick if used
Static Task Lists	
Automated Escalation and Allocation of Tasks	

**Response**

I am writing to request information under the Freedom of Information Act regarding PAS, EHR and task management systems. Please can you complete the questions below:

**2. Patient Administration System (used to support patient management, including tracking patients and managing admissions, ward attendances and appointments).**

a. Does the organisation use a Patient Administration System (PAS)? If yes, please provide the supplier's name.

Yes – Altera.

b. What is the contract end date of the PAS supplier?

December 2026.

**2. Electronic Health Record System (a digital record of patient health information).**

b. Does the organisations use an Electronic Health Record (EHR)? If yes, please provide the supplier's name.

Yes – Altera.

b. What is the contract end date of the EHR supplier?

December 2026.

**3. Patient Engagement (patient engagement tools refer to systems that enable patients to access personal health information and allows patients to choose to participate in their care).**

a. Does the organisation use a patient engagement tool? If yes, please provide the supplier's name.

Yes, Healthcare Communications.

b. What is the contract end date of the Patient Engagement supplier?

December 2026

**4. Task Management Functionality**

Please tick below which task management functionality currently used at the organisation.

Functionality	Tick if used
Static Task Lists	X
Automated Escalation and Allocation of Tasks	X

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](mailto: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](http://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**