

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

Ref: FOI-042025-0001536

Date:

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

1. Has the trust implemented a Patient Engagement Portal (also known as a Patient Portal)? - **Yes**
2. If so, please provide the name of this solution, and the name of the company that supplied it.
- **Patient Engagement portal supplied by Healthcare Comms (part of Webex by CISCO)**
3. When was this solution procured? - **2022**
4. Does the trust have any plans in the near future to replace this solution? - **No**
5. Please confirm which of the following care pathways, the Patient Portal is used across:
Diabetes - **Yes**
COPD - **Yes**
Heart Failure - **Yes**
Weight management and weight loss - **Yes**
MSK - **Yes**

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

FOI/REF FOI-

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