

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

Ref: FOI-000346

Date: 27/9/23

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

Section 1:

1. What are the core patient administration system(s) used by your organisation? - *Altera*
2. Do you have a data warehouse solution in place to extract, transform and load data from your patient administration system(s) into a central repository for secondary use? - Yes
3. What systems/software/programmes/applications does your informatics teams use to:
 - a. Manage workload, incorporating receiving requests internally and externally, managing work in progress and communicating to customers through to task/product completion? - *Azure DevOps*
 - b. Provide regularly available information to customers, including patient data, reports, dashboards, scorecards and other visual representations of data? - *PowerBi*
 - c. Analyse data, including descriptive, diagnostic, predictive and prescriptive analysis (as defined in table 1 below). - *full Azure Data Warehouse suite*

For the next section of questions, please provide an answer for each system included in response to question 3 (i.e. for parts a, b & c). A matrix has been provided for convenience.

	3a	3b	3c
4. How long have these systems been in place/used for?	<i>1<2 years</i>	<i>4<5 years</i>	<i>1<2 years</i>
5. What are the annual costs to use these systems?	<i><£5000</i>	<i>0</i>	<i>Circa £60000</i>
6. Were there any initial set up costs to implement these systems? Is so what costs were incurred?	<i>No</i>	<i>No</i>	<i>Circa £300000 consultancy</i>

7. Have these systems been assessed for their return on investment? If so, what was the outcome?	NO	No	Yes, no return on investment
8. Do you intend to continue to use these technological solutions in the next 3-5 years? If not, what other solutions are you considering?	Yes	Yes	Yes

Section 2:

9. On average (excluding Freedom of Information requests), how many requests in total do you receive per week or month from both internal and external colleagues/customers for:
- a. Information provision - *1<10*
 - b. Regular reports - *75<100*
 - c. Analysis - *200 or more*
10. On average (excluding Freedom of Information requests), how long does it take from a request being received to completion (i.e. turnaround/process time) for:
- a. Information provision *1<2 days*
 - b. Regular reports *2<5 days*
 - c. Analysis *2<5 days*
11. How many staff (whole time equivalents) are employed in any capacity to service these types of requests?
- a. Information provision - *Unable to answer as roles are not directly aligned to these requests*
 - b. Regular reports - *See response above*
 - c. Analysis - *see response above*
- 12.Do you use business intelligence cubes / OLAP (Online Analytical Processing) cubes to standardise, consolidate or aggregate relevant data for fast and efficient analysis? - *Yes*

Have you implemented or experimented with the use of artificial intelligence or machine learning? - *Somewhat*

- d. If so, what has this been used for? - *Auto coding*
- e. How often is this type of analysis conducted? - *Daily*

13.Would you be willing to provide more information and discuss these points on a one-to-one basis? If so, please can you provide your details below:

Table 1 Contact details

Name:	Click here to enter text.
Job title:	Click here to enter text.
Email address:	Click here to enter text.
Phone number:	Click here to enter text.

14.Do you have any other comments you would like to add?

Click here to enter text.

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