

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-092025-0001875

Date: 5th September 2025

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

I am writing to request information under the Freedom of Information Act regarding Exception Reporting FOI. Please can you complete the below questions.

- Please complete the below table on the software currently used in each department to allow resident doctors to submit exception reports*:** ** exception reporting refers to a system that allows doctors and other healthcare professionals to formally log any deviations from their agreed work schedule*

Department	Software	Annual License of Software (if other costs, please specify)	Contract Start Date	Contract End Date	Does the system meet the latest NHS Employers requirements on exception reporting? Tick if yes
Urgent and Emergency Services					
Medical Care					
Surgery					
Critical Care					
Maternity					
Services for Children and Young People					
End of Life care					
Outpatient					
Community					
Mental Health					
Other (please specify)					

All resident doctors use Allocate for exception reporting

With regards to the above we can advise that we use the same software regardless of department and that it meets the current TCS and that the contract end date is 31/3/2026.

In relation to Annual License of Software this information is commercially sensitive.

Providing cost would reveal commercial in confidence contract pricing arrangements so as per FOI Exemption 43 (2):

FoI exemption 43 (2) 'Commercial Interests' : The level of competition currently experienced within the NHS is such that the release of detailed information specifically relating to service level reporting detailing capacity and funding would have a prejudicial impact on the Trust resulting in it being less competitive.

Therefore, the Trust wishes to use Freedom of Information exemption section 43 (2) Commercial Interests (where Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

**2. Are there any plans to change or upgrade the current exception reporting system?
Given the NHS requirement for full implementation of the exception reporting reforms by
12th September 2025 (as reported by NHS England)**

No plans to change provider. Allocate would have to advise on upgrades to system.

**3. Can you provide the name and contact information for the Trusts Guardian of Safe
Working Hours contact**

Mr Fouad Chaudhry, 01384 456111 dgft.gosw@nhs.net

**4. Can you provide the name and contact information for the Trusts Medical Education
lead?**

Mr Atiq Rehman, 01384 456111 dgft.postgraduatequeries@nhs.net

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