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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

RE: Freedom of Information Request

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

4th March 2024

Dear Sir/Madam

With reference to your request for information received on 30th January 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?**
468,532 letters sent (both digitally and paper) in relation to outpatient and radiology (combined).
- 2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?**
Information not held.
- 3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?**
Information not held.
- 4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?**
7.43%
- 5. What EPR system do you use please and what is the contract expiry date for that system?**
Sherwood Forest Hospitals do not have EPR.
- 6. What PAS system do you use please and what is the contract expiry date for that system?**
Careflow, expires November 2027.
- 7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?**
NHS App, expiry N/A and PKB, expires October 2024.
- 8. If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?**
16% of Outpatient letters.

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net



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Chair Claire Ward
Chief Executive Paul Robinson

9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?

Sherwood Forest Hospitals do not have EDRMS.

10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?

Synertec, expires September 2025.

11. Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?

No

12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?

Manual.

13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?

Access to Health Records

3120 requests, 3119 completed within 30 days – 99.9%

Information Governance

15 Requests, 11 completed within 30 days – 73.3%

14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?

No.

15. Have you digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

No.

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours sincerely

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.