Reference Number:	FOI202223/408
From:	Private Individual
Date:	11 November 2022
Subject:	Details of Trust software for processing FOI, SAR, EIR, Compaints and Safegaurding cases

Q1   Which software, if any, does the Trust use to process the following information requests:
   a. Freedom Of Information (FOI) requests
   b. Environmental Information Regulation (EIR) requests
   c. Subject Access Requests
   d. Complaints
   e. Compliments
   f. The processing or management of Safeguarding cases

A1   a. Microsoft Office 365 (O365) applications and Adobe Pro
   b. Microsoft Office 365 (O365) applications and Adobe Pro
   c. Microsoft Office 365 (O365) applications and Adobe Pro
   d. Ulysses
   e. Ulysses
   f. Meditech

Q2   Who provides this software?

A2   a. Microsoft and Adobe
   b. Microsoft and Adobe
   c. Microsoft and Adobe
   d. Ulysses
   e. Ulysses
   f. Meditech

Q3   What does it cost the Trust annually?

A3   a. Adobe Pro – £1,000
   Information not held – O365 applications used for processing of FOI requests are purchased through a larger Trust-Wide contract, as such a breakdown of cost cannot be provided.
   b. Adobe Pro – £1,000
   Information not held – O365 applications used for processing of FOI requests are purchased through a larger Trust-Wide contract, as such a breakdown of cost cannot be provided.
   c. Adobe Pro – £1,200
   Information not held – O365 applications used for processing of FOI requests are purchased through a larger Trust-Wide contract, as such a breakdown of cost cannot be provided.
   d. Contract value of £6,250 from 2021-2022
   e. Contract value of £6,250 from 2021-2022
   f. Information not held – Meditech is a Trust-wide Electronic Patient Record system and a breakdown for the cost of the safeguarding modules cannot be provided