

Reference Number: FOIAH2324/215
From: Private Individual
Date: 20 July 2023
Subject: Details of Patient Communications

- Q1 Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?
- A1 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
- Q2 Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?
- A2 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data
- Q3 Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?
- A3 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data
- Q4 What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?
- A4 10.1%
- Q5 What EPR system do you use please and what is the contract expiry date for that system?
- A5 Meditech - 31/03/2025
- Q6 What PAS system do you use please and what is the contract expiry date for that system?
- A6 As per A5
- Q7 What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?
- A7 AlderHey Anywhere – inhouse development no contract end date
- Q8 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?
- A8 We utilise Healthcare Communications to send digital communications to patients, however Information is not held regarding the % of communications sent digitally per annum.

- Q9 What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?
- A9 [Imagenow. Contract expiry date: 30/05/2024](#)
- Q10 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?
- A10 [Healthcare Communications, 28/02/2024 with the option to extend for a further 2 years until 28/02/2026.](#)
- Q11 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?
- A11 [No](#)
- Q12 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)?
- A12 [Intouch. Contract expiry: 31/12/2023](#)
- Q13 How many DSAR requests did you receive in 2022 and what % were processed within 28 days?
- A13 [Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.](#)

This information is available on our website, it can be found in our 2022/23 Disclosure Log, please see FOI Request Ref: 599:

<https://www.alderhey.nhs.uk/about/foi/disclosure-logs/>