

Ref: FOI/GS/ID 4478

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
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Kent  
ME16 9QQ

Email: mtw-tr.foiadmin@nhs.net

07 February 2019

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the use of technology.

*I would like to request access to the following information, including any data from the past five years:*

- 1. Any complaints or escalations from each trust across the UK relating to technology. Including new technology being introduced (iPads etc.) as well as complaints about the internal computer systems. I would like this information broken down by hospital or other location (e.g. ambulance dispatch centre or community area), and would like the details of each the complaint.*
- 2. If the above has an impact on the A&E department, I would like that detailed separately.*
- 3. Any information that is submitted internally relating to complaints about technology*
- 4. Information about any tech trials your trust has been a part of, including smart watches, iPads etc. and any feedback you have had on these.*
- 5. Any instances of periods of time where hospitals are unable to function normally because of issues with the IT systems. Including details of the trust and time it took to fix the issue*
- 6. Results of the employee survey for the past 2 years, including any mentions of frustrations around technology.*

1. The Trust does not have a subject code specifically for technology issues. The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.
2. The Trust does not have a subject code specifically for technology issues. The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½

working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.

3. The Trust does not have a subject code specifically for technology issues. The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.

4. No trials

5.

Eleven priority one calls raised to the IT Service Desk.

Two clinical systems were reporting down for a combined total of 47 minutes.

Five instances of clinical application interfaces were reported as being down for combined total of 345 minutes.

Two file shares were reported as being down for a combined total of 3035 minutes.

One call relates to issues with digital dictation.

One call relates to an external datacentre power problem.

6. Comments taken from the NHS National Staff Survey results for 2016 included the following relating to technology:

- Use a laptop that is 5 years old and slow.
- Problems with e-note system in that it doesn't work as nothing is in date order and when a Consultant is trying to hold a clinical without a set of notes, a 15 minutes follow up appointment can be stressful on all parties when previous information cannot be found.

The results for 2017 are not yet available to the Trust for review.