

Ref: FOI/GS/ID 5142

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

16 January 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 Current software systems in urgent care centres.

*You asked:*

*Question 1*

*How many Tier 3 A&Es does your trust currently have?*

*[Could you list each Tier 3 A&E and their specialty if any]*

*Question 2*

*2a) Who set up the Tier 3 A&Es?*

*2b) Are they run in partnership with an out-of-hours care provider like Care UK or Vocare?*

*2c) Is there a contract in place for partnership?*

*[Yes or No]*

*2d) If yes, what is the expiry date of the contract?*

*Question 3*

*3a) What Patient Management Software system is used to document the details of an individual presenting at your Tier 3 A&E?*

*[Please acknowledge that if different systems are used, which Tier 3 A&E uses which system]*

*3b) Who is the provider of the Patient Management Software system?*

*3c) When does your current Patient Management Software contract expire?*

*3d) What is the annual cost for using your chosen Patient Management Software?*

*3e) With which other systems in your trust is the Patient Management Software interoperable with?*

*[Please list all which are interoperable]*

*3f) Does your Patient Management Software interoperate with any Primary Care*

*Systems (e.g. SystemOne or EMIS Web)?*

*3g) Does your Patient Management Software interoperate with any Electronic Patient Record Systems within your trust or outside it? [Yes or No]*

*3g1) If yes, which can you name the Electronic Patient Record Systems it interoperates with?*

3h) What does the Patient Management Software permit in terms of data sharing (push data / pull data)?

Question 4

4a) Which patient triage system is used in the Tier 3 A&E?

[Please indicate if this is different from the Patient Management Software]

4b) When does the contract with your current provider expire?

4c) What is the annual cost for using your chosen patient triage system?

Question 6

6a) Does your trust use a Patient-Level Resource Management Software?

6b) Who is the provider of the Patient-Level Resource Management Software?

6c) When does your current Patient-Level Resource Management Software contract expire?

6d) What is the annual cost for using your chosen Patient-Level Resource Management Software?

6e) With which other systems in your trust is the Patient-Level Resource Management Software interoperable with?

[Please list all which are interoperable]

Question 7

7a) Does your trust use a Staff Planning Software?

7b) Who is the provider of the Staff Planning Software?

7c) When does your current Staff Planning Software contract expire?

7d) What is the annual cost for using your chosen Staff Planning Software?

7e) With which other systems in your trust is the Staff Planning Software interoperable with?

[Please list all which are interoperable]

Question 8

8a) How many Tier 2 A&Es does your trust currently have?

[Could you list each Tier 2 A&E and their specialty if any]

8b) Does the Tier 2 A&E have a Patient Management Software system?

[Yes or No]

If yes, please answer the following questions

8b1) Who is the provider of the Patient Management Software?

8b2) When does your current Patient Management Software contract expire?

8b3) What is the annual cost for using your chosen Patient Management Software?

8b4) With which other systems in your trust is the Patient Management Software interoperable with?

Trust response:

Please note there is no Question 5 in the request.

Question 1 - None

Question 2 - Not applicable

Question 3 - Not applicable

Question 4 - Not applicable

Question 6

6a) No

Question 7

7a) Yes

7b) Software Enterprise Solutions

7c) December 2019

7d) £9k

7e) Not applicable

Question 8

8a) *None*