NHS
Maidstone and Tunbridge Wells
NHS Trust

Ref: FOI/GS/ID 6750

Please reply to:
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Trust Management
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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 Trust systems.

You asked:
Please can you confirm what system you currently use for the below and whether there are current plans to change them:
1. *Risk Assessment and Management*
2. *Incident Report*
3. *Safety Alert Reporting*
4. *Claims*
5. *Complaints*
6. *PALs Queries*
7. *Mortality and/or Medical Examiner Reviews*
8. *Audit*
9. *CQC and/or External Reviews*
10. *Action Plans*

Trust response:
1. Datix – no plans to change
2. Datix – no plans to change
3. Central Alerting System (National)
4. Datix – no plans to change
5. Datix – no plans to change
6. Datix – no plans to change
7. For Mortality – currently no software package use Excel spreadsheets but are hoping to transition to Datix shortly.
For Medical Examiner Reviews - currently no software package use Excel spreadsheets but we will have the National Medical Examiner system once it goes live.

8. Clinical Audit – currently Access databases for both clinical audit annual programme and action plan monitoring. Currently exploring the purchase of external software to replace Access as no Datix module available.
IQVIA and Symbiotix are used for other types of audit.
9.
CQC:
The Trust is registered with the CQC who will monitor, inspect and regulate services across the Trust using the KLOE regulatory Framework: Safe, Effective, Caring, Response and Well Led. The CQC are reviewing their current approach to regulation and the Trust has fully engaged with the consultation process.
The Trust's system approach to CQC is through a continuous quality improvement framework monitored via the Quality improvement Committee which reports directly to the Trust Management Executive and the Main Quality Committee. CQC preparedness forms part of the Board Assurance framework. The Trust has regularly engagement events with the CQC.
There are currently no plans to change the continuous quality improvement system approach but by nature of continuous improvement this will ensure the programme of work will progress / change to reflect this.
External Review: Excel spreadsheet – No plans to change.
10. In relation to incidents and SI's this is Datix – No plans to change