

Ref: FOI/GS/ID 7811

Please reply to:
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18 November 2022

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 Software.

You asked:

1) Which software, if any, does the Trust use to process the following information requests:

- a) FOI requests*
 - b) EIR requests*
 - c) DSAR requests*
 - d) Complaints*
 - e) Compliments*
 - f) The processing or management of Safeguarding cases*
- 2) Who provides this software?*
- 3) What does it cost the Trust annually?*

Trust response:

- 1)
 - a. Microsoft Excel 365
 - b. Microsoft Excel 365
 - c. SAR portal
 - d. DatixWeb
 - e. DatixWeb
 - f. Microsoft Excel 365
- 2)
 - a. Microsoft
 - b. Microsoft
 - c. AMS-Cloud
 - d. Allocate & RL Datix
 - e. Allocate & RL Datix
 - f. Microsoft

3) The Trust is applying Section 43 to this question.