28 September 2023

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 Informatics Solutions.

You asked:
Section 1:
1. What are the core patient administration system(s) used by your organisation?
2. Do you have a data warehouse solution in place to extract, transform and load data from your patient administration system(s) into a central repository for secondary use?
3. What systems/software/programmes/applications does your informatics teams use to:
a. Manage workload, incorporating receiving requests internally and externally, managing work in progress and communicating to customers through to task/product completion?
b. Provide regularly available information to customers, including patient data, reports, dashboards, scorecards and other visual representations of data?
c. Analyse data, including descriptive, diagnostic, predictive and prescriptive analysis (as defined in table 1 below).
4. How long have these systems been in place/used for?
5. What are the annual costs to use these systems?
6. Were there any initial set up costs to implement these systems? If so what costs were incurred?
7. Have these systems been assessed for their return on investment? If so, what was the outcome?
8. Do you intend to continue to use these technological solutions in the next 3-5 years? If not, what other solutions are you considering?
9. On average (excluding Freedom of Information requests), how many requests in total do you receive per week or month from both internal and external colleagues/customers for:

a. Information provision Choose an item. or comment here Click here to enter text.
b. Regular reports Choose an item. or comment here Click here to enter text.
c. Analysis Choose an item. or comment here Click here to enter text.
10. On average (excluding Freedom of Information requests), how long does it take from a request being received to completion (i.e. turnaround/process time) for:
a. Information provision Choose an item. or comment here Click here to enter text.
b. Regular reports Choose an item. or comment here Click here to enter text.
c. Analysis Choose an item. or comment here Click here to enter text.
11. How many staff (whole time equivalents) are employed in any capacity to service these types of requests?
a. Information provision Choose an item. or comment here Click here to enter text.
b. Regular reports Choose an item. or comment here Click here to enter text.
c. Analysis Choose an item. or comment here Click here to enter text.
12. Do you use business intelligence cubes / OLAP (Online Analytical Processing) cubes to standardise, consolidate or aggregate relevant data for fast and efficient analysis?
Choose an item. (If a relevant option is not available, then enter your own)
Have you implemented or experimented with the use of artificial intelligence or machine learning? Choose an item. (If a relevant option is not available, then enter your own)
a. If so, what has this been used for? Click here to enter text.
b. How often is this type of analysis conducted? Click here to enter text.
13. Would you be willing to provide more information and discuss these points on a one-to-one basis? If so, please can you provide your details below:
14. Do you have any other comments you would like to add?

Trust response:
The completed questionnaire is attached to this email.
1. Altera Health, Sunrise Clinical Manager
2. Yes
3.
a. We have a time manager application and we use Asana.
b. SQL, Power BI, SSRS, Excel
c. SQL, Power BI, Excel
Further more detailed information will not be released under Section 43 of the Act.

	3a	3b	3c
4. How long have these systems been in place/used for?	5<10 years	3<4 years	3<4 years
5. What are the annual costs to use these systems?	None	£10,788+VAT	£10,788+VAT
6. Were there any initial set up costs to implement these systems? If so what costs were incurred?	None	£3,800 +VAT	£3,800 +VAT
7. Have these systems been assessed for their return on	N/a	No	No

investment? If so, what was the outcome?			
8. Do you intend to continue to use these technological solutions in the next 3-5 years? If not, what other solutions are you considering?	Yes	Yes	Yes

9.
a. 200 or more.
b. 200 or more.
c. 50<75
10.
a. 2<5 days.
b. 0<1 day
c. 5<10 days
11.
a. 15<20
b. 15<20
c. 5<10
12. No
a. Not applicable.
b. Not applicable.
13. No
14. Not applicable.