

Reference Number: FOI2021/175
From: Commercial
Date: 18 May 2021
Subject: Electronic Signature and IT/Digital systems usage

Q1 Do you currently use any form of electronic signing tool?

A1 No

Q2 If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licences (users or transactions) do you have?

A2 Information not held – as per A1 above

Q3 How many documents do you send for signature / approval annually? What % are printed?

A3 Information not held – as per A1 above

Q4 Are your signing processes primarily paper-based?

A4 Yes

Q5 What is your current annual spend on paper, postage and document storage?

Items	Total Spend	Notes
Document Storage	£39,063.00	This includes the costs for Storage Boxes
Postage	£230,756.00	Postage used throughout the trust for all items
Paper	£12,166.00	Includes Paper & Headed Paper. This does not include Diary's, Pads or Notepads and excludes VAT

Q6 Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?

A6 We have digitisation projects that include this element in them, but they aren't specifically targeted at paper reduction.

Q7 If so, who is leading it?

A7 Programme manager is Leila Brown; Leila.brown@alderhey.nhs.uk

Q8 How much employee time is it taking to create, send, chase and store documents that require signature?

A8 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

Q9 How many employees do you have?

A9 1820 staff as at 30th April 2021

Q10 What percentage of employees work remotely?

A10 A survey of non-clinical staff was taken on two occasions during the past 3 months showing, on average, approximately 60% of non-clinical department staff worked remotely at some point during the previous 15 months.

For those staff who did work remotely, they worked approximately 60% of their contracted hours on the hospital site and 40% of their contracted hours remotely.

Applying the two measures together implies that on average non-clinical department staff are working 36% remotely.

It is not known what proportion of clinical staff time is worked remotely. However, the NHS Staff Survey 2021 shows that 33.4% of all our staff who answered the survey question reported being required to work from home (remotely) during the pandemic.

Q11 Can you provide names and contact details for the following people within your organisation?

- A. CIO / IT Director
- B. Head of IT
- C. Head of Digital Transformation
- D. Head of Housing Operations
- E. Head of Legal
- F. Head of HR
- G. Head of Legal Services

A11 A. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2021 Disclosure Log, please see FOI Request Ref: 132:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

B. Andrew Carter, Andrew.carter@lhch.nhs.uk

C. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2021 Disclosure Log, please see FOI Request Ref: 132:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search.
Select Download to open.

D. Information not held - no such role

E. Helen Martin, helen.martin@lhch.nhs.uk / Joan Mathews,
joan.mathews@lhch.nhs.uk

F. Vacant Post

G. Please see 11E

Q12 Do you currently use any of the following Microsoft applications?

- A. O365
- B. SharePoint
- C. Teams
- D. Dynamics
- E. Power Automate

- A12
- A. Yes
 - B. Yes
 - C. Yes
 - D. No
 - E. Yes

Q13 Do you use any Adobe products? If yes, which ones?

A13 Adobe Reader and Adobe Pro

Q14 What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

- A. Human Resources
- B. Patient related
- C. Legal Services
- D. Email and Collaboration

A14 A. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2020 Disclosure Log, please see FOI Request Ref: 364:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search.
Select Download to open.

B. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2020 Disclosure Log, please see FOI Request Ref: 364:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search.
Select Download to open.

C. We have a Claims module on Datix. We use the web version.

Additional Information is available on our website, it can be found in our 2020 Disclosure Log, please see FOI Request Ref: 241:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search.
Select Download to open

D. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2020 Disclosure Log, please see FOI Request Ref: 364:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search.
Select Download to open.

Q15 Do you have a Senior Information Risk Officer (SIRO) and Caldicott Guardian? If so, can you please share their contact name, email and phone number.

A15 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website: <https://www.lhch.nhs.uk/about-lhch/information-governance/our-team/>