Reference Number:	FOI202223/299
From:	Private Individual
Date:	14 November 2022
Subject:	Details of Trust Software

Q1   Which software, if any, does the Trust use to process the following information requests:
       a.   Freedom Of Information requests
       b.   Environmental Information Regulation requests
       c.   Data Subject Access Requests
       d.   Complaints
       e.   Compliments
       f.   The processing or management of Safeguarding cases

A1   a. No specific FOI software in use, requests are managed using Microsoft Excel and Adobe Pro.
    b.   No specific EIR software in use, requests are managed using Microsoft Excel and Adobe Pro.
    c.   No specific DSAR software in use, requests are managed using Microsoft Excel and Adobe Pro.
    d.   Datix, Microsoft Excel
    e.   Datix, Microsoft Excel
    f.   EPR (Electronic Patient Record)

Q2   Who provides this software?

A2   a. Microsoft and Adobe
       b. Microsoft and Adobe
       c. Microsoft and Adobe
       d. Datix
       e. Datix
       f. Allscripts

Q3   What does it cost the Trust annually?

A3   a. Information not held - O365 applications used for processing of FOI requests are purchased through a larger Trust-Wide contract, as such a breakdown of cost cannot be provided.
    Adobe Pro £1,000
    b. As per A3 a.
    c. As per A3 a.
    d. £7,400
    e. £7,400
    f. Information not held – Allscripts is a Trust-wide Electronic Patient Record system and a breakdown for the cost of the safeguarding modules cannot be provide