

**Reference Number:** FOI202324/392  
**From:** Private Individual  
**Date:** 29 November 2023  
**Subject:** Data Quality solutions and Integration Engine environment

- Q1 What is the annual cost for your TIE environment support contract, does it cover out of hours support, who is the supplier and when does the contract end?
- A1 The Trusts Integration Engine is supplied by Lyniate Rhapsody. The total annual cost for support is £14,712 and includes out of hours support and maintenance all year round. The current contract is due to end on 04/09/2026.
- Q2 What solution(s) do you use to manage / improve data quality and what is the scope, e.g., is clinical data included?
- A2 The Trust have a dedicated Data Quality Team who provide advice and expertise to assist in improving healthcare by contributing to the improvement of data entered into the Trusts Electronic Patient Record (EPR) and Patient Administration System (PAS).
- Q3 How do you manage care planning (e.g. ReSPECT) across multiple providers and teams, e.g., acute, mental health, social care?
- A3 The Trust use the Altera SCM Electronic Patient Record (EPR) system to manage care planning. The EPR system has a number of multi-disciplinary team documents set up and multiple teams are able to input into a single document. In addition, Share2Care can be accessed securely by clinical staff working across different organisations involved in patient care.
- Q4 What are your plans around creating your system level data/integration strategy?
- A4 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 Digital Excellence Strategy:  
<https://www.lhch.nhs.uk/performance-plans-and-publication>
- Q5 Please provide the email address of your main point of contact to discuss the above.
- A5 [Kirsty.Brown@LHCH.nhs.uk](mailto:Kirsty.Brown@LHCH.nhs.uk)