Digital Informatics Solutions

Reference Number: RDF1899-23
Date of Response: 20/10/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

Dear FOI Team - Royal Devon University Healthcare NHS Foundation Trust,

Please can you direct this request to your organisations' informatics lead(s), in particularly those within the areas/remit of Performance, Information Services, Data Quality, Data Assurance and Business Intelligence or any equivalent teams who process data to provide data quality support, information, analysis and intelligence to your organisation and external partners.

Please can you provide a response to the following questions:

Section 1:
1. *What are the core patient administration system(s) used by your organisation?*
   EPIC.
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?*
   Somewhat. *(If a relevant option is not available, then enter your own)*

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?*
      Microsoft Teams Task planner.
   b. *Provide regularly available information to customers, including patient data, reports, dashboards, scorecards and other visual representations of data?*
      SQL, Excel.
   c. *Analyse data, including descriptive, diagnostic, predictive and prescriptive analysis (as defined in table 1 below).*
      SQL, Excel, Python.

Table 1 Types of analysis, adapted from Gibson (2021)

Descriptive analysis	This is the simplest and most common use of data in business today. Descriptive analysis answers the "what happened" by summarizing past data, usually in the form of dashboards. The biggest use of descriptive analysis in business is to track Key Performance Indicators (KPIs).
Diagnostic analysis	Diagnostic analysis takes the insights found from descriptive analytics and drills down to find the causes of those outcomes. Organizations make use of this type of analytics as it creates more connections between data and identifies patterns of behaviour.
Predictive analysis	Predictive analysis uses the data we have summarized to make logical predictions of the outcomes of events. This analysis relies on statistical modelling, which requires added technology and manpower to forecast. It is also important to understand that forecasting is only an estimate; the accuracy of predictions relies on quality and detailed data.
Prescriptive analysis	Prescriptive analysis utilizes state of the art technology and data practices, such as Artificial Intelligence (AI) systems to consume a large amount of data to continuously learn and use this information to make informed decisions, communicating these decisions and even putting those decisions into action.

For the next section of questions, please provide an answer for each system included in response to question 3 (i.e. for parts a, b & c). A matrix has been provided for convenience.

	3a	3b	3c
4. How long have these systems been in place/used for?	0<1 year	10 years or more	10 years or more
5. What are the annual costs to use these systems?	*	*	*
6. Were there any initial set up costs to implement these systems? Is 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?	Undecided	Power BI	Power BI

*Question Q5 &6 - The software cannot be individually priced; the Microsoft Enterprise Agreement contains a package of applications. SQL is a Structured Query Language and has a variety of tools readily available, as is Python, which is a programming language and again makes use of many open source and free to sue IDEs (Integrated Development Environments). They are more accurately described as skills rather than software/applications or tools. The Trust does not hold information relating to question 7.

Section 2:

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*
       73 per month.
    b. *Regular reports Choose an item. or comment here*
       14 per month.
    c. *Analysis Choose an item. or comment here*
       Not applicable - We do not distinguish between information provision and analysis as many requests cover both

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*
       19.4 calendar days.
    b. *Regular reports Choose an item. or comment here*
       30.2 calendar days.
    c. *Analysis*
       Choose an item.
       or comment here
       Not Applicable.

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
       29.8 WTE analysts. All staff are expected to pick up all of the jobs listed for question 11.
    b. *Regular reports*
       Choose an item.
       or comment here
       Please see answer to question 11a.
    c. *Analysis*
       Choose an item.
       or comment here
       Please see answer to question 11a.

12. *Do you use business intelligence cubes / OLAP (Online Analytical Processing) cubes to standardise, consolidate or aggregate relevant data for fast and efficient analysis?*
No.
(If a relevant option is not available, then enter your own)

13. *Have you implemented or experimented with the use of artificial intelligence or machine learning?*
No.
(If a relevant option is not available, then enter your own)
     a. *If so, what has this been used for?*
     b. *How often is this type of analysis conducted?*

14. *Would you be willing to provide more information and discuss these points on a one-to-one basis?*
No.
If so, please can you provide your details below:

Table 2 Contact details

Name:	Click here to enter text.
Job title:	Click here to enter text.
Email address:	Click here to enter text.
Phone number:	Click here to enter text.

15. *Do you have any other comments you would like to add?*
No.