

## Title

### Trust systems data and contracts

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Reference Number: RDF2113  
Date of Response: 03/01/2024

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 1<sup>st</sup> 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).

1. *What is the annual cost for your TIE environment support contract:*

Section 43(2) the Freedom of Information Act

The Trust holds this information. This information is commercially sensitive, and its release would or would be likely to prejudice the commercial interests of the Trust.

In applying the exemption under Section 43(2) the Freedom of Information Act the Trust has balanced the public interest in withholding the information against the public interest in disclosure. The Trust has considered all the relevant factors in the public interest test and concluded that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested because of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2).

Public Interest Test (PIT) - Non- Disclosure: -

Excluded under Section 43 because releasing the costs of contracts would give potential suppliers an unfair advantage over other bidders when bidding for future work. That advantage would contravene the principle of fairness required from the Trust in Regulation 18 of the Public Contracts Regulations 2015. The release of contract values would undermine the Trust's suppliers' competitiveness in the market and breach the Trust's contracts with suppliers, which typically require contract values to be kept confidential.

Public Interest Test (PIT) – For Disclosure

The Trust understand the need for openness and accountability for tender processes and price, and it recognises the need for value of money.

2. *Does it cover out of hours support, who is the supplier and when does the contract end?*

We have a support contract with ReStart consulting which provides cover 24x7x365 for the Northern and Eastern Interface Engines. We also have support from the Intersystem for the interface engine itself as part of the ongoing licensing, software maintenance and support arrangements.

This contract expires on 30<sup>th</sup> June 2024.

3. *-What solution(s) do you use to manage / improve data quality and what is the scope, e.g., is clinical data included?*

Data quality workflows are embedded within the Trust's Epic Electronic Health Record system and, along with the guard rails built into the system to prevent common data entry errors, cover the full data set.

4. *How do you manage care planning across multiple providers and teams, e.g., acute, mental health, social care?* The Trust is unable to respond to this question as the information requested is not held by the Trust.

Under section 16 of the freedom of Information Act, in a bid to assist, please see following links of which under Section 21 of the FOI Act may assist you:

[foi-rdf1505-23-share-guidance.pdf \(royaldevon.nhs.uk\)](https://royaldevon.nhs.uk/foi-rdf1505-23-share-guidance.pdf)

[foi-rdf1459-23-psychiatric-wards.pdf \(royaldevon.nhs.uk\)](https://royaldevon.nhs.uk/foi-rdf1459-23-psychiatric-wards.pdf)

5. *What are your plans around creating your system level data/integration strategy?* This work is progressing at Integrated Care Board level with input from various stakeholders.

6. *-Please provide the email address of your main point of contact to discuss the above.* The Trust does not release the names of staff below a Director under Section 40 (2) of the Freedom of Information Act 2000 Personal Information, where disclosure may contravene the Data Protection Act 2018 and therefore applies an exemption under Section 40 (2) - Personal Information of the Freedom of Information Act 2000 and Section 10 of the Data Protection Act 2018.

The Executive Director responsible for Digital Healthcare is Professor Adrian Harris, Medical Director. They are contactable via our main hospitals 01392 411611 (Eastern services) and 01271 322577 (Northern services) or via the Trust 'Contact Us' link on [royaldevon.nhs.uk](https://royaldevon.nhs.uk)

The disclosure of staff names would breach the first data protection principle and fail to meet any of the relevant conditions set out in Schedule 2 of the Data Protection Act (DPA) 2018. The first principle in the DPA requires that disclosure must be fair and lawful, and personal data shall not be processed unless at least one of the conditions in Schedule 2 is satisfied. The staff concerned would not have expected their names to be disclosed in the public domain and so disclosure would not be 'fair' in the manner contemplated by the DPA. Furthermore, disclosure would not satisfy any of the conditions for data processing set out in Schedule 2 of the DPA. We do not consider that there is a legitimate interest in disclosure in this case. There is no public interest in making information about our staff available in this way contrary to what would have been their legitimate expectation at the time the information was gathered.

Where contact details are given for Trust staff in this response, notice is hereby given, under Section 11 of the Data Protection Act 2018, on behalf of the individual or individuals that this personal information may not be used for the purposes of direct marketing.