

Title Patient Portal Supplier

Reference Number: RDF2263-24

Date of Response: 05/02/24

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).

I am writing to you under the Freedom of Information Act 2000 to request the following information:

Does your trust have a 'Patient Portal / patient engagement platform / Personal Health Record'? Yes.

If yes:

** Who is the current provider? Epic*

** What is the name of the current solution? My Care, powered by MyChart, Epic.*

** What is the start and end date of the contract?.*

The contract is Linked to the Epic contract.

Start dates for Epic :

- Eastern Services 10/2020.
- Northern Services 07/2022
- Contract expiration (Epic) October 2035.

** Is there a break clause, if so, when? No.*

If no: The following questions are not applicable.

** Are you planning to procure a 'Patient Portal / patient engagement platform / Personal Health Record'?*

** If yes, when are you looking to go out to market and by what route?*

** What is the expected term of the contract?*