

## EPIC Patient Record System

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Reference Number: F4822  
Date of Response: 07/09/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

### **Royal Devon's Eastern FOI Office Response**

1. Regarding the EPIC patient record system: -
  - a. How many registered users are there at RD&E? – **around 10,000**
  - b. How many registered users are able to login at Wonford and also at other Trust sites? - **all**
  - c. What is the average time per day that users are logged-on to EPIC as a % of their worked or paid for hours? **This will vary depending on role.**
    - i. Can you present this by job title, pay scale or seniority?.  
**Not at this time**
    - ii. Can you present this by Ward?  
**Not at this time**
2. What is the split of time between using EPIC and delivering clinical or medical services: % would be acceptable information?
  - a. How does this split divide by job title, pay scale or seniority? **Epic is delivering clinical/medical services. Therefore it is not possible to answer this question in the format asked.**
3. Pre-EPIC, how much time, as a % of worked time, was spent filling in paper forms which are now no longer needed? **This information was not routinely collected and therefore is not available.**
4. How much time is spent, as a % of worked time, filling in paper forms which EPIC does not produce? **A tiny amount – estimated at <0.1%**
  - a. What were the usage, time saved and patient care objectives (time spent face-to-face with patients) used to justify EPIC, how are they measured and to what extent have these been met?.  
**The information to answer this question is not available as the environment in which we operate has changed so significantly since the business case was originally written.**
5. What is the current total implementation cost to date of EPIC: split by hardware (capital and maintenance), training and license fees and consultant implementation costs.

The information requested is being withheld under section 43 (2) of the Freedom of Information Act.

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 Trust has had to balance 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 has reached the conclusion that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested, as a result of the prejudices and losses that would potentially affect the Trust and patients. The release could jeopardise the company's future positions, which would cause a detrimental knock on effect on the market place, and would potentially limit the choices available to public authorities, including the Trust. This would potentially threaten the quality of products and services available to the Trust. The Trust considers that it is not in the public interest to do anything to undermine the competitive nature of the procurement process, and the disclosure of key information, as has been requested, could have that affect. The Trust believes that the consequences of releasing the information are serious and the likelihood of this occurring is high.

6. What is the annual budget for EPIC: split by hardware (capital and maintenance), training and license fees and software maintenance?  
**As per the Trust response to question 5 the information requested in question 6 is being withheld under section 43 (2) of the Freedom of Information Act.**
7. What is the past 8 quarters cost as in 6 and 7 above?  
**As per the Trust response to question 5 the information requested in question 7 is being withheld under section 43 (2) of the Freedom of Information Act.**
8. What is the total cost budget and forecast for EPIC for 2022 and for the next 5 years?  
**As per the Trust response to question 5, the information requested in question 8 is being withheld under section 43 (2) of the Freedom of Information Act.**

9. What is the user, patient and carer response to EPIC, and the better availability of real-time information? **Overwhelmingly positive in all groups**
10. Can my GP access EPIC, if not why not, and is there a plan to implement this? **This is available to GPs. Access to view the system was offered to all practices, although up to individual practices to decide if they wanted it.**