

Title EHR Costs & Incidents

Reference Number: RDF2342-24

Date of Response: 12/03/24

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

Regarding Electronic Patient Records (EPR), Electronic Healthcare Records (EHR) or Electronic Medical Records (EMR). We have not specified a date range as trusts have adopted EPR, EHR or EMR's or alternative electronic patient systems within very different timeframes. Some are only just changing over from paper and others have had EPR systems for some years.

Please can you answer the following questions.

- 1. Do you monitor and log potential patient harms as a result of problems with your Electronic Patient Record (EPR) system?*

Answer: All patient safety events are recorded on our incident monitoring system, Datix Cloud IQ.

- 2. Overall, how many letters to GPs, or documents, have not been sent out as a result of EPR problems?*

Answer: The Freedom of Information Act allows the public to ask for copies of information held. This information is not held in documentation within the Trust; therefore, we are unable to release information in response to this question.

We do not have a record of this in Datix. The incident reporting team only record missing documentation where it is raised as missing by the GP/other Trust.

In 2023, 268 incidents were recorded with subcategory: Missing/Inadequate Documentation. This will include transfers to other Trusts with inadequate documentation, inadequate recording of upcoming appointment /episode of care, and incidents of missing discharge summaries as logged by the Safety & Risk Team.

- 3. Please give the date/s when you discovered these letters were not sent?*

Answer: As per response to question 2. We are usually notified by GPs when they have not received discharge summaries, this ranges from the day after the appointment to 3 weeks after.

4. *Overall, how many incidents of potential patient harm have been connected to your EPR system?*

Answer: The Trust records incidents of potential harm. These are often multi-factorial in nature. Due to the way Datix records incidents, it is not possible to answer how many are connected to the EPR system, as this may only be one part of any incident.

5. *Overall, how many incidents involving EPR at your trust have been declared as “serious harm” or a “serious incident”?*

Answer: None.

6. *Overall, how many patient deaths have been connected to EPR?*

Answer: None.

7. *How much have you spent on your EPR system overall?*

Answer: * Section 43.

8. *How much do you anticipate spending on EPR in the next five years?*

Answer: * Section 43.

9. *What is the anticipated cost of running the EPR system at your trust annually?*

Answer: * Section 43.

* Section 43.

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.

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

Question 7,8,9 –. To respond to these questions, we would have to be looking at licence/maintenance costs which under the terms of the contract we are unable to share as they are commercially 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.

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 as a result of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2).