

## Process Information Software

Reference Number: RDF1051-22

Date of Response: 30/11/22

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

*Please can you provide the following information, under the Freedom of Information Act?*

1. *Which software, if any, does the Trust use to process the following information requests:*

Answer: Please see below.

- a. *Freedom of Information Requests (FOI) requests:*

Answer: Microsoft Office Suite.

- b. *Environmental Information Regulations (EIR) requests:*

Answer: Microsoft Office Suite.

- c. *DSAR requests:*

Answer: Microsoft Office Suite and EPIC electronic patient record.

- d. *Complaints:*

Answer: Datix Cloud IQ

- e. *Compliments:*

Answer: Datix Cloud IQ

- f. *The processing or management of Safeguarding cases:*

Answer: Microsoft Office Suite and EPIC electronic patient record, Datix Cloud IQ. In-House solution (for Northern Services only).

2. *Who provides this software?*

Answer: EPIC is provided by Epic Systems Corporation. Datix Cloud IQ is supplied by Datix. Microsoft Office Suite is procured via NHS Digital and includes the use of standard Microsoft office products include NHS Mail. Northern Services In-House solution is managed by North Devon District Hospital.

3. *What does it cost the Trust annually?*

Answer: We are unable to provide a costing breakdown of the software; the software is used for multi processes across the Trust and not specific to the processes a - f in question 1.