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Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 02.24.52

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

12th March 2024

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 16th February 2024 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Patient Porter Supplier and I am providing the following information in response to your specific questions:

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

1. Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

If yes:

- **Who is the current provider?**

Health Call

- **What is the name of the current solution?**

Health Call Management Portal

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

17th March 2023 to 17th March 2025

If no:

- **Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'**

Not applicable

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

March 2025

A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:

- **View/confirm/cancel/change appointments digitally**
- **View their appointment letters digitally**
- **Send patients SMS reminders of appointments**
- **Complete questionnaires digitally (such as pre/postoperative assessments; PROMs/PREMs)**
- **View self help information relating to their care pathway**

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator