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Request for Information Reference: 02.24.69

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

Email only

15th March 2024

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 20th 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 IT Systems and I am providing the following information in response to your specific questions:

Please provide the names of the below IT systems utilised by the trust where applicable;

Referral Management	Please detail the system utilised by the Trust
Patient wait-list record/ management system/ information system	Cerner Millennium schapptbook
Out-patient Clinic Scheduler System	Cerner Millennium Revenue Cycle
Pre-anesthetic Check Scheduler System	Cerner Millennium schapptbook
Operation Theater Scheduler System	Cerner Millennium schapptbook
Telephony/ IVR/ EPABX system	Telephony Cisco / Avaya IVR Netcall
Out-patient queuing/ management system	Cerner Millennium Revenue Cycle
SMS/ Email notification system	Netcall
Referral Management system	Cerner Millennium Revenue Cycle

Radiology Department	
Patient wait-list record/ management system/ information system	CRIS – Clinical Radiology Information System
Out-patient procedure Scheduler System	CRIS
Pre-anesthetic work-up Scheduler System	N/A
In-patient procedure Scheduler System	CRIS
Referral Management system	EPR/ICE
Telephony/ IVR/ EPABX system	Telephony Cisco/Avaya IVR Netcall
Out-patient queuing/ management system	None
SMS/ Email notification system	None
Blood tests / Phlebotomy (Laboratory)	
Patient wait-list record/ management system/ information system	Powerchart/Revenue Cycle
Out-patient procedure Scheduler System	Powerchart/Revenue Cycle
Pre-anesthetic work-up Scheduler System	N/A
In-patient procedure Scheduler System	Powerchart/Revenue Cycle
Referral Management system	Powerchart/Revenue Cycle
Telephony/ IVR/ EPABX system	Telephony Cisco / Avaya
Out-patient queuing/ management system	Powerchart/Revenue Cycle
SMS/ Email notification system	Liberty Telephony service provides an email to call patients back if a call is missed. The Trust does not send SMS or email notifications to patients.
Other Diagnostics (Endoscopy, etc.)	
Patient wait-list record/ management system/ information system	Cerner Millennium Schapptbook and Endosoft
Out-patient procedure Scheduler System	Not applicable
Pre-anesthetic work-up Scheduler System	Not applicable
In-patient procedure Scheduler System	Cerner Millennium Schapptbook
Referral Management system	Cerner Millennium Schapptbook
Telephony/ IVR/ EPABX system	Telephony Cisco / Avaya IVR Netcall
Out-patient queuing/ management system	Not applicable
SMS/ Email notification system	Netcall / NHS Mail
Nursing Services	
Referral Management system	Mixture of Paper and Cerner Millennium
Patient wait-list record/ management system/ information system	Cerner Millennium Schapptbook and Endosoft
Out-patient procedure Scheduler System	Cerner Millennium Revenue Cycle
Pre-anesthetic work-up Scheduler System	Cerner Millennium Revenue Cycle

In-patient procedure Scheduler System	Cerner Millennium Revenue Cycle
Telephony/ IVR/ EPABX system	Telephony Cisco / Avaya
Out-patient queuing/ management system	Not applicable
SMS/ Email notification system	Netcall

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