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

Request for Information Reference: 12.18.06

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

21 December 2018

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 6 December 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding the clinical and non-clinical incidents. Specifically you requested information as follows:

***Please could I enquire as to what system your Trust uses to record clinical and non-clinical incidents that occur within the Trust?***

***1. Does your Trust use an electronic system to record and manage clinical and non-clinical incidents including patient safety incidents?***

Answer: Yes.

***2. If yes to question 1, what is the name of the system you use to record and manage clinical and non-clinical incidents within the Trust?***

Answer: Ulysses Risk Management.

***3. In relation to the system named in question 2, do you use the system for any other functions other than the reporting and management of incidents?***

Answer: Yes.

***4. If yes to question 3, could you please detail what additional functions the system is used for (i.e. complaints management and risk management)?***

Answer: Complaints Management, Litigation, Inquest, Risk Management, Requests for Information, Alerts, Audit and Action Planning.

**5. Could you please provide the cost of the system named in question 2 for the last financial year (2017/18)?**

Answer: £4,559.87 Annual Support Contract for Ulysses System from 12 August 2018 to 11th August 2019.

Please note: The costs do not relate to specific financial years but run from August to August each year.

**6. If possible, could you please provide the cost of the system named in question 2 for the last 5 financial years?**

Answer:

- £4,427.06 Annual Support Contract for Ulysses Incident Management System 12 August 2017 to 11th August 2018
- £4,922.93 Annual Support Contract for Safeguard Integrated Risk Management System for 12 August 2016 until 11 August 2017
- £4,779.54 Annual Support Contract for Safeguard Integrated Risk Management System for 12 August 2015 - 11 August 2016
- £4,640.33 Annual Support Contract for Safeguard Integrated Risk Management System 12 August 2014 - 11 August 2015
- £4,505.17 Annual Support Contract for Safeguard Integrated Risk Management System for 12 August 2013 - 11 August 2014

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. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington, DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House

Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**