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Darlington Memorial Hospital
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Switchboard Tel: 01325 38 0100

Request for Information Reference: 04.21.64

Email: cdda-tr.cddftfoi@nhs.net

Email only

1st June 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 29 April 2021 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 electronic signing tools and I am providing the following information in response to your specific questions:

1. Do you currently use any form of electronic signing tool?

No.

2. If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licences (users or transactions) do you have?

N/A.

3. How many documents do you send for signature/ approval annually? What % are printed?

The Trust does not record this. The legal framework for healthcare requires physical Signature to be captured and therefore there is no benefit in collecting this information.

4. Are your signing processes primarily paper-based?

Yes.

5. What is your current annual spend on paper, postage and document storage?

In 2020/21:
the spend on all paper across the Trust was £55,256.31
Postal Service - £312,388.00

Postal, Mailroom and Communications Solutions (HYBRID Mail) - £243,044.00
Document Storage, Retrieval & Secure Destruction Services - £62,317.00
ECDM Document Storage & Scanning - £439,639.46
ECDM Electronic Document Management Software - £90,382.68

6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?

Yes the Trust is currently in the process of implementing an electronic patient record and has launched its Green Plan in April 2021.

7. If so, who is leading it?

The Programme Manager for EPR is Ms Tracey Hardy.
Information on the Green Plan is available on the Trust website:
<https://www.cddft.nhs.uk/news-and-media/latest-news/planning-for-a-greener-future.aspx>

8. How much employee time is it taking to create, send, chase and store documents that require signature?

The Trust does not record this. The legal framework for healthcare requires physical signature to be captured and therefore there is no benefit in collecting this information.

9. How many employees do you have?

6,916.

10. What percentage of employees work remotely?

2719 employees have access to work remotely which is 39.31%.

11. Can you provide names and contact details for the following people within your organisation?

CIO/ IT Director:

Mr Andrew Izon

Head of IT:

Mr Craig Robinson

Head of Digital Transformation:

Ms Tracey Hardy, Programme Manager

Head of Housing Operations:

The Trust does not have such a position,

Head of Legal:

Ms Tracy Cadas, Legal Services Manager

Head of HR:

Ms Tracy Atkinson

Head of Legal Services:

Ms Tracy Cadas, Legal Services Manager

12. Do you currently use any of the following Microsoft applications?

O365: Yes

SharePoint: Yes

Teams: Yes

Dynamics: No

Power Automate: No

13. Do you use any Adobe products? If yes, which ones?

Yes, the Trust uses Adobe Acrobat, Connect, Bridge, Creative Suite. The Trust has various versions for application.

14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

Human Resources:

The Trust utilises ESR which is a national NHS system. This service is provided by NHS Business Authority. In accordance with Section 16 of the Act the Trust would advise you to contact NHSBA directly for further information. They can be contacted via: <https://www.nhsbsa.nhs.uk/contact-us/freedom-information>

Patient related:

Please see the published Health Informatics Strategy which provides an overview of the systems currently in use, you can view this via the following link to the Trust's website:

https://cddft.nhs.uk/media/761461/01.20.44%20%20final_hi_strategy_v1%202016-2020%20attachment%201.pdf

Legal Services:

Ulysses Risk Management System – Litigation Module
System and Product Name: Ulysses Risk Management System

Vendor: Ulysses

Version: 21.0.7

Contract End Date: August 2021

Licences: 50 licenses across whole of Risk Management system but only 8 licenses for access to the Litigation Module

Email and Collaboration:

The Trust uses N365 which is a collaboration between Microsoft for Health, NHS Digital and NHSX. This incorporates NHSmail and Microsoft 365. In accordance with Section 16 of the Act the Trust would advise you to contact NHS Digital directly for further information. They can be contacted via: enquiries@nhsdigital.nhs.uk

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

Joanna Tyrrell
Freedom of Information Officer