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Request for Information Reference: 01.22.03

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

Email only

21st January 2022

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

Thank you for submitting a request for information which we received on 4<sup>th</sup> January 2022 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 Access Portal System Update and I am providing the following information in response to your specific questions:

**Please enter 'No System Installed' under supplier name if your trust does not use the system:**

### **1. System type - Patient Portal**

- a) **Supplier name – No System Installed**
- b) **System name**
- c) **Date installed**
- d) **Contract expiration**
- e) **Notes - e.g. we are currently out to tender**
- f) **Is this contract annually renewed?**
- g) **Do you currently have plans to replace this system?**

Please note the response to questions b – g is N/A

### **2. System type - Patient Access Portal**

- a) **Supplier name – No System Installed**
- b) **System name**
  
- c) **Date installed**
- d) **Contract expiration**

The answer to questions b to d is N/A

**e) Notes – e.g. we are currently out to tender**

Development of solution is currently underway with partner

**f) Is this contract annually renewed?**

**g) Do you currently have plans to replace this system?**

The answer to questions f-g is N/A

**System definition:**

**Patient Portal/Patient Access Portal: It is a secure online portal/website to access personal health information. The online tool allows patients to log in and access elements of their electronic record (appointments, test results, billing, prescriptions etc.) or communicate with their health professionals.**

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](mailto: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](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**