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Request for Information Reference: 01.22.40

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Email only

7th February 2022

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 21st 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 technology and software used by the Trust and I am providing the following information in response to your specific questions:

1. How many staff do you employ?

7062 – (6224.18 Whole Time Equivalent (WTE))

2. Do you have a critical care function?

Yes

3. Are you actively involved in/contributing to ICS level initiatives?

Yes

4. How many desktop devices do you have in the Trust?

2900

5. What makes & models are most used?

Dell Optiplex

6. What is your main web browser?

Internet Explorer

7. How many trust mobile devices do you have? (phones/tablets)

2564

8. What are the main makes and models?

Apple iPhone, Samsung Xcover, Zebra TC52, Samsung Tab Active Pro, Samsung GTS511V, Nokia 330

9. As a whole, does the Trust favour Apple or Android devices?

We use whichever devices are most appropriate for the user case.

10. Are employees encouraged to use their personal devices for work?

No

11. Do you use an MDM solution to manage devices?

Yes

12. Who is your Internet provider?

Durham County Council

13. Do you have any known Wifi dead zones?

Yes

14. Who is your cellular provider?

Vodafone

15. Do you have known cellular coverage dead zones?

Yes

16. Do you use pagers/bleeps?

Yes

17. Who is your current pager/bleep service provider?

Multitone

18. Do you rely on commercial apps such as whatsapp to communicate internally?

Yes

19. Which commercial/external apps do you use?

Microsoft Teams and Cisco Jabber

20. Do you use any of the following supplier's services: Careflow Connect, Hospify, Vocera, Ascom, Multitone, Netcall?

Yes

21. Do you use any software to manage tasks at night? If yes, what software do you use?

Yes. Windows Task Scheduler

22. If not, how do you manage your tasks at night (word of mouth, whiteboard etc)?

N/A

23. Which roles are responsible for managing the workload at night?

Hospital @ Night Clinical Teams

24. Which authentication protocol(s) do you use (ie. SAML, O Auth 2, OIDC)?

Unable to provide this information. We have a legal requirement under part 3 section 10, (1, 2) of The Network and Information Systems Regulations 2018, to protect information about the security of our networks, we can't fulfil our requirements of the FOI if in doing so we breach NIS.

25. What PAS/EPR system do you use?

TPP SystmOne

26. Do you have APIs to integrate with the PAS/EPR?

Yes

27. Do you use Business Intelligence software? If so, what?

Yes. HED, CRAB and CXAIR

28. Do you raise alerts/send emails triggered by data? If yes, please provide any examples you can.

Yes. There are a range of alerts and emails using a range of systems including form integration engine. Specific workflows using handheld devices for a range of nursing workflows including, Sepsis, Hospital @ Night, AKI, High NEWS scores. In addition, platform used for direct patient remote monitoring, such as care home patient monitoring, Warfarin and INR monitoring etc

29. Do you have other mechanisms to raise an alert/alarm other than a bleep? If yes, please specify examples

As above

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