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Request for Information Reference: 07.22.46

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

Email only

11<sup>th</sup> August 2022

Dear

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

Thank you for submitting a request for information which we received on 19<sup>th</sup> July 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 outsourcing services and digital solutions and I am providing the following information in response to your specific questions:

**1. Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?**

No

**2. If yes which services are outsourced and how many staff deliver each of these services?**

**3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?**

**4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?**

**5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?**

**6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?**

Not applicable

- 7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?**

No.

- 8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?**

1.98% of Operating Expenditure Budget, equating to £11.14m.

- 9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?**

The Trust has outsourced PTS from 2 providers as commissioned by the CCG (ICB), NEAS and Cipher Medical.

- 10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?**

Yes. The Trust is currently implementing a new Electronic Patient Records (EPR) system with Cerner, this is due to go live in October 2022.

- 11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?**

All new technologies are implemented following an internal business case process which includes stakeholder engagement and financial modelling.

- 12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?**

Year	A&E	Outpatient Attends	Admissions
2018/2019	135405	570162	127617
2019/2020	141383	518235	120355
2020/2021	119362	340140	92421
2021/2022	147091	464380	123145

- 13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?**

Tracey Oxley-Haines - Transformation Programme Director (EPR):  
traceyhardy@nhs.net

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**