

12 May 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Wednesday 23 April 2025. I am pleased to confirm the following.

Please can I have any information concerning Capman issues (i.e. failures etc) in Milton Keynes University Hospital and Theatres.

The IT Department can confirm that MKUH has deployed the Electronic Patient Records system from Oracle Health, a module of which is Capacity Management. Details of this solution are available at Oracle.com, a couple added below:

<https://www.oracle.com/health/clinical-operations/systems-operations/>
https://docs.oracle.com/en-us/iaas/Content/control-center/managing-capacity-requests.htm#manage_capacity_requests

The I.T Department can confirm that any technical issues are part of our BAU process, management by a service desk request through to our Digital IT team and then resolved via collaboration between the user/IT/Supplier.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Information Governance Administrator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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