

Ref: 02765_03877_2018-02-06_01
Date: 06 February 2018

Standing Way
Eaglestone
Milton Keynes
MK6 5LD

Tel: 01908 660033

www.mkhospital.nhs.uk

For people who have hearing loss
Minicom 01908 243924

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 16 January 2018.

The Trust does not hold the information requested below, except point 5 which we have responded to.

- Any complaints or escalations from each trust across the UK relating to technology. Including new technology being introduced (iPads etc.) as well as complaints about the internal computer systems. I would like this information broken down by hospital or other location (e.g. ambulance dispatch centre or community area), and would like the details of each the complaint.
 - If the above has an impact on the A&E department, I would like that detailed separately.
 - Any information that is submitted internally relating to complaints about technology
 - Information about any tech trials your trust has been a part of, including smart watches, iPads etc. and any feedback you have had on these.
 - **Any instances of periods of time where hospitals are unable to function normally because of issues with the IT systems. Including details of the trust and time it took to fix the issue**
The Trust suffered a network failure a number of years ago. This was investigated at the time and a new system was approved and is now in place.
 - Results of the employee survey for the past 2 years, including any mentions of frustrations around technology.
- I would also like information on:
- Information on the computer systems and operating systems that are currently being used in each trust

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

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,

Freedom Of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the
'Re-use of Public Sector Information Regulations' and best practice.