

**Request under Freedom of Information Act 2000**

Thank you for your request for information which we received on 07 April 2021.

I am pleased to confirm the following.

**1. The number of times patient data has been lost within the system for the calendar years of 2020 and 2019**

There were 8 incidents reported under the 'Loss of Documentation' category during 2019 and 2 during 2020.

**2. How many customer complaints were logged in the calendar years of 2020 and 2019 due to data or information being lost**

2020	2019
0	0

**3. Confirmation that a digital front door for personal health record systems has been implemented in the Trust.**

Access is gained by having an outpatient appointment on the hospital system and a valid mobile number. A text is sent to the mobile phone number registered on the patients record on the system.

Patient then need to access to the portal by inputting their DOB and NHS number on the portal. A 5-digit number is then sent to them which they input on their mobile phone or PC. They then input that and have access to the portal.

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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,

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

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