

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on January 24th, 2024. I am pleased to confirm the following.

Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?

322,612

Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?

We are unable to answer this question.

Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?

267,326

What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?

2021/22 = 6.6%, 2022/23 = 7.2%

What EPR system do you use please and what is the contract expiry date for that system?

Oracle Health May 2028

What PAS system do you use please and what is the contract expiry date for that system?

Oracle Health May 2028

What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?

Oracle Health May 2028

If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?

A percentage is not determinable within the system.

What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?

C-Cube Solutions, Annual Renewal

Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?

Our supplier for Hybrid mail is Synertec. Our contract with them is a 6-month rolling contract due to end on 31.3.24

Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?

Patient portal as per q7

Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?

We use Office 365

How many DSAR requests did you receive in 2022 and what % were processed within 28 days?

2089 - 100% were completed within 28 days

Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?

We have digitised medical records, reduced, but not closed.

Have your digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

N/A as EPR in use

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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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