



**East London**  
NHS Foundation Trust

**Information Governance**

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14 December 2020

**Our reference: FOI DA3596**

I am responding to your request for information received 19 October 2020. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliff House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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Chair: Mark Lam

Interim Chief Executive: Paul Calaminus

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**Request:**

**Dear East London NHS Foundation Trust,**

**I am writing to make a request under the Freedom of Information Act. Please could you answer the below questions relating to the Patient Administration System (PAS), Electronic Health Record (EHR) and Task Management systems used at your organisation.**

**Question 1a. Please provide the name of the Patient Administration System (PAS) used at the organisation (a PAS is used to support patient management, including tracking patients and managing admissions, ward attendances and appointments)**

Answer: RiO, SystmOne, Egton Medical Information Systems Limited, (EMIS Health), IAPTUS and CarePath.

**Question 1b. Who is the supplier?**

**Question 1c. What was the annual amount paid to the supplier in 19/20 (April 2019 – March 2020)?**

Answer: Please see the suppliers and the amount paid in 2019/20.

<b>Supplier</b>	<b>Amount paid in 19/20 (£)</b>
SERVELEC HEALTHCARE LTD	487,863
EMIS (EGTON MEDICAL INFORMATION SYSTEMS LTD)	60,000
TPP	108,221
Illy Systems Ltd	43,714
Mayden House Ltd	23,6681.76

**Question 1d. What is the contract start date?**

**Question 1e. What is the contract end date?**

Answer: Please see table below for contract start and end dates.

<b>Supplier</b>	<b>Contract start date</b>	<b>Contract end date</b>
SERVELEC HEALTHCARE LTD	July 2019	July 2024
EMIS (EGTON MEDICAL INFORMATION SYSTEMS LTD)	November 2020	November 2025
TPP	April 2018	April 2023
Illy Systems Ltd	September 2020	31 <sup>st</sup> August 2021
Mayden House Ltd	November 2019	October 2021

**Question 2a. Please provide the name of the Electronic Health Record (EHR) system used at the organisation? (an EHR is a digital record of patient health information)**

Answer: Please note, the EHR systems are the same used for PAS.

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**Question 2b. Who is the supplier?**

Answer: As above.

**Question 2c. What was the annual amount paid to the supplier in 19/20 (April 2019 – March 2020)?**

Answer: As above.

**Question 2d. What is the contract start date?**

Answer: As above.

**Question 2e. What is the contract end date?**

Answer: As above.

**Question 3a. Please name the PAS and/or EHR system used at the organisation that provides functionality to support the management of tasks. E.g. patient-level, ward level or site-level clinical and operational tasks. If a separate system/supplier is used to support task management, please provide further details on this system (including contract dates and annual cost in 19/20)**

Answer: As above.

**Question 3b. As part of the implementation process, was the system that provides task management installed on existing devices i.e. a software download, or did it require the installation of new technology?**

Answer: Installed and accessed from existing devices.  
IAPTUS does not require local installation of specialist software, it is accessed via browser (sites hosted by Mayden House Ltd)

**Question 3c. Please indicate which type of tasks the system captures out of the below:**

- Ward round/daytime tasks**
- Hospital-at-night tasks**
- Board round tasks**
- Tasks related to the discharge process**
- Other (please specify)**

Answer: All tasks listed including case management.

**Question 3d. Does the system provide static task lists, or can tasks be automatically escalated and allocated to other staff members?**

Answer: Yes, all systems are capable

**Question 3e. Please indicate the type of staffing group task management is used by, out of:**

- Medical & Dental**
- Nursing & HCAs**

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**Scientific, Therapeutic & Technical Staff, inclusive of AHPs  
Administration and Estates staff**

Answer: Medical, Nursing & HCAs, Scientific, Therapeutic & Technical Staff, inclusive of AHPs and Administration.

**Question 3f. Does the system have the ability to share tasks from the hospital to social care and vice versa? i.e. local authorities can view the status of the patient and outstanding tasks, supporting a joined-up approach to care-co-ordination**

Answer: This is currently in development.

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