

Freedom of Information request 382-19

Request

Under the freedom of information please could I request the following information regarding the Trusts Order Communication System and results reporting solution:

1. What is the name of your Order Communications system?
2. The name of the supplier
3. What is the solution's contract end date?
4. Is the trust planning to go out to procurement within the next 6 months for a new order communications and results reporting solution?
5. If the trust is planning to go out to procurement, which framework does it plan to use?
6. Which of the following clinical departments within the trust currently use an order communications and results reporting solution?
 - Endocrinology
 - Ophthalmology
 - Audiology
 - Urology
 - Dermatology
 - Oncology
 - Pulmonology
7. Which of these departments' systems are currently integrated with the order communications and results reporting solution?
8. Does the trust extend their order communications and results reporting services to GP Practices?

Response

1. Trakcare.
2. Intersystems.
3. 2029.
4. No.
5. Not applicable.
6. Please find below data on the following departments as requested:
 - Endocrinology- **Trakcare**
 - Ophthalmology **Trakcare**
 - Audiology **Auditbase**
 - Urology- **Trakcare**

- Dermatology **Trakcare**
- Oncology **Trakcare**
- Pulmonology – **NHS Borders don't provide this service**

7. None.

8. No.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **382-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.