

## Freedom of Information request 570-19

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### Request

I have noticed that a few other of your trust's IT systems have expired. Please see below.

System Type	Supplier Name	System Name	Version	Date installed	No of licenses	No of peak concurrent users	Contract expiration
Discharge letters	InterSystems	TrakCare		2010-01-01	Site wide		2020-01-01
Order comms	InterSystems	TrakCare		2010-01-01	Site wide		2020-01-01
PAS	InterSystems	TrakCare		2010-01-01	Site wide		2020-01-01
Scheduling	InterSystems	TrakCare		2010-01-01	Site wide		2020-01-01
EPR	InterSystems	TrakCare		2010-01-01			2020-01-01

May I ask if the system above have a new contract expiration date and are they annually renewed?

Please let me know if it is still in use and if not, what supplier system has replaced it.

### Response

NHS Borders are currently continuing to use Trakcare 2010 and renewing quarterly. We are working with Intersystems and moving to version 2018 in June 2020 with a 5 year agreement with the option to extend.

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](mailto: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 **570-19** 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.

