NHS Borders

Planning & Performance

NHS Borders
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Freedom of Information request 408-20

Request and Response

<u>Patient Administration System</u>

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)

TrakCare

1b) Who is the supplier?

Intersystems

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

c £250,000

1d) What is the contract start date?

The new Intersystems contract commenced on 1 November 2020

1e) What is the contract end date?

The end date of the Intersystems contract is 31 October 2025 (5 year agreement renewed in 2020 with option to extend)

<u>Electronic Health Record System</u>

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)*

TrakCare

2b) Who is the supplier?

InterSystems

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

c £250,000

2d) What is the contract start date?

The new Intersystems contract commenced on 1 November 2020

2e) What is the contract end date?

The end date of the Intersystems contract is 31 October 2025 (5 year agreement renewed in 2020 with option to extend)

Task Management Functionality

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)**

TrakCare

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?

N/A

3c) Please indicate which type of tasks the system captures in the table below

Ward round/day-time tasks	Hospital-at-night tasks	Board round tasks	Tasks related to the discharge process	Other (please specify)
			Yes	Only Order Comms

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

In the latest version of TrakCare there is a TaskList which we can add and allocate tasks either automatically or manually.

3e) Please indicate the type of staffing group task management is used by?

Medical & Dental	Nursing & HCAs	Scientific, Therapeutic & Technical Staff (STT) including of AHPs	Administration and Estates Staff
X	X	X	

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

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 **408-20** 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.