

FOI REF: 21/269

Eastbourne District General Hospital  
Kings Drive  
Eastbourne  
East Sussex  
BN21 2UD

16<sup>th</sup> June 2021

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**1. Do you currently use any form of electronic signing tool?**

No.

**2. If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licences (users or transactions) do you have?**

Not Applicable.

**3. How many documents do you send for signature / approval annually? What % are printed?**

East Sussex Healthcare NHS Trust does not centrally record the number of documents that are sent for signature/approval. To enable the Trust to provide this information would require us to contact every department. Additionally, the Trust has no auditable trail on the amount printed.

Section 12(1) of the Act allows a public authority to refuse to comply with a request for information if the authority estimates that the cost of compliance would exceed the 'appropriate limit', as defined by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the Regulations). These state that this cost limit is £450 for public authorities which are not part of central government or the armed forces. The costs are calculated at £25 per hour per person regardless of the rate of pay, which means that the limit will be exceeded if the work involved would exceed 18 hours. The Trust estimates that the cost of complying with this request would significantly exceed the above limit.

**4. Are your signing processes primarily paper-based?**

Yes.

5. **What is your current annual spend on paper, postage and document storage?**
- Total postage spend for 2020 /2021 was £361,021.
6. **Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?**
- Deployment of an Electronic Patient Record  
eForms and Smart Forms using Electronic Document Management  
Deployment of Personal Health Record
7. **If so, who is leading it?**
- Andy Bissenden  
Associate Director of ESHT Digital  
[Andy.bissenden@nhs.net](mailto:Andy.bissenden@nhs.net)
8. **How much employee time is it taking to create, send, chase and store documents that require signature?**
- Section 12(1) applied, please refer to question 3.
9. **How many employees do you have?**
- 7725 (substantive staff).
10. **What percentage of employees work remotely?**
- We do not hold this information as staff are working a variety of variable patterns since the onset of the pandemic.
11. **Can you provide names and contact details for the following people within your organisation?**
- a. **CIO / IT Director**
- Andy Bissenden  
Associate Director ESHT Digital  
[andy.bissenden@nhs.net](mailto:andy.bissenden@nhs.net)
- b. **Head of IT**
- Andy Bissenden  
Associate Director ESHT Digital  
[andy.bissenden@nhs.net](mailto:andy.bissenden@nhs.net)
- c. **Head of Digital Transformation**
- Richard Milner  
Director of Strategy Improvement and Innovation  
[richard.milner5@nhs.net](mailto:richard.milner5@nhs.net)

**d. Head of Housing Operations**

Not Applicable.

**e. Head of Legal**

Éanna McKnight  
Head of Legal/Trust Consultant Solicitor  
[eanna.mcknight@nhs.net](mailto:eanna.mcknight@nhs.net)

**f. Head of HR**

Steve Aumayer  
Chief People Officer  
[steve.aumayer@nhs.net](mailto:steve.aumayer@nhs.net)

**g. Head of Legal Services**

Éanna McKnight  
Head of Legal/Trust Consultant Solicitor  
[eanna.mcknight@nhs.net](mailto:eanna.mcknight@nhs.net)

**12. Do you currently use any of the following Microsoft applications?**

- a. **O365** Yes.
- b. **SharePoint**
- c. **Teams** Yes.
- d. **Dynamics**
- e. **Power Automate**

**13. Do you use any Adobe products? If yes, which ones?**

Yes, Reader, Acrobat Pro.

**14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)**

**a. Human Resources**

Product name & Version - TemPRE GEM II  
Vendor - Liaison  
Contract end date - June 2021  
No Licenses - not applicable.

**b. Patient related**

Product name & Version - PAS  
Vendor - Allscripts  
Contract end date - March 2024  
No Licenses - 500

Product name & Version - SystemOne  
Vendor - TPP  
Contract end date - June 2024  
No Licenses - Unlimited, we pay on the number we use on an annual reset basis.

Product name & Version - Evolve  
Vendor - Kainos  
Contract end date - 30th September 2023  
No Licenses - Unlimited

Product name & Version - ED & Patient Safety  
Vendor - Nervecentre  
Contract end date - 31<sup>st</sup> March 2024  
No Licenses - Unlimited

**c. Legal Services**

Datix Rich Client  
Vendor - RLDatix  
Contract - End Date 05/02/22  
Licenses - One Trustwide license which allows for multiple users (no limit).

**d. Email and Collaboration**

Name - NHS Mail  
Vendor - NHS Digital - This is a UK wide contract.  
Contract end date - not applicable.  
Number of Licences - not applicable.

**15. Do you have a Senior Information Risk Officer (SIRO) and Caldicott Guardian? If so, can you please share their contact name, email and phone number.**

SIRO: Damien Reid  
Chief Financial Officer and SIRO  
[damian.reid1@nhs.net](mailto:damian.reid1@nhs.net)

Dr David Walker  
Medical Director and Caldicott Guardian  
[david.walker18@nhs.net](mailto:david.walker18@nhs.net)

**16. Understanding that every member of the NHS has to be GDPR compliant, what is the current approval - signature process?**

All staff have to undertake Information Governance mandatory training yearly which covers GDPR.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference.

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)