



FOI REF: 22/002

14<sup>th</sup> February 2022

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:

**We are currently updating data on your trust's Patient Portal / Patient Access Portal systems.**

**Can you please complete the fields below with what you currently hold?**

- 1. Please enter 'No System Installed' under supplier name if your trust does not use the system:**

**System type - Patient Portal**

**Supplier name -** [Patients Know Best](#)

**System name -** [My Health & Care Record](#)

**Date installed -** [16<sup>th</sup> November 2018.](#)

**Contract expiration -** [31<sup>st</sup> March 2022.](#)

**Notes - e.g. we are currently out to tender** [Not Applicable.](#)

**Is this contract annually renewed? - Yes/No** [No.](#)

**Do you currently have plans to replace this system?** [No - strategic](#)

- 2. System type - Patient Access Portal**

**Supplier name -** [Not Applicable as only use Patient Portal.](#)

**System name -** [Not Applicable.](#)

Cont.../

**Date installed** - [Not Applicable](#).

**Contract expiration** - [Not Applicable](#).

**Notes** - e.g. we are currently out to tender

**Is this contract annually renewed?** - Yes/No [Not Applicable](#).

**Do you currently have plans to replace this system?** - Yes/No [Not Applicable](#).

**System definition:**

**Patient Portal / Patient Access Portal – It is a secure online portal/website to access personal health information. The online tool allows patients to log in and access elements of their electronic record (appointments, test results, billing, prescriptions etc.) or communicate with their health professionals.**

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)