

FOI REF: 22/675

7th December 2022

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

Tel: 0300 131 4500
Website: 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) Which software, if any, does the Trust use to process the following information requests:

a) FOI requests

[Datix richclient](#) until 31st October 2022 and from 1st November 2022 [AMS Automated Messaging Systems](#) trading as AMS.

b) EIR requests

[Datix richclient](#) until 31st October 2022 and from 1st November 2022 [AMS Automated Messaging Systems](#) trading as AMS.

c) DSAR requests

[Datix richclient](#) until 23 May 2022 and from 24 May 2022 [AMS Automated Messaging Systems](#) trading as AMS.

d) Complaints

[DatixWeb](#).

e) Compliments

[InPhase](#).

f) The processing or management of Safeguarding cases

[Safeguarding enquiries](#) are currently monitored through excel databases, there is currently a project underway to improve safeguarding data collection which will explore software.

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2) Who provides this software?

Datixweb provided by Datix
Datix richclient provide by Datix
Inphase provided by Inphase
AMS

3) What does it cost the Trust annually?

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that by providing the cost would cause harm to the Trust as this would distort the market-place and therefore, result in the Trust not obtaining best value for money.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

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, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
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