

FOI REF: 24/180

26<sup>th</sup> March 2024

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) Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?**

**2) If yes:**

**a) Who is the current provider?**

Patient Knows Best and known as MHCR My Health & Care Record.

**b) What is the name of the current solution?**

Patient Knows Best and known as MHCR My Health & Care Record.

**c) What is the start and end date of the contract?**

1<sup>st</sup> March 2023 – 31<sup>st</sup> March 2025.

**3) If no:**

**a) Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'?**

Not applicable.

**4) If yes, when are you looking to go out to market and by what route?**

January 2025 – Framework.

Cont.../

**A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:**

- **View/confirm/cancel/change appointments digitally.**
- **View their appointment letters digitally.**
- **Send patients SMS reminders of appointments.**
- **Complete questionnaires digitally (such as pre/post-operative assessments; PROMs/PREMs).**
- **View self-help information relating to their care pathway.**

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](mailto: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

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)