

FOI REF: 24/782

19<sup>th</sup> November 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. **How many computer/IT problems were reported to the IT department in the last 12 months, excluding password queries**

10135 issues.

2. **How many of these were resolved by the user turning the computer off and on when advised to do so by the IT advisor**

We do not hold this information.

3. **With regard to the above two questions what were the numbers in relations to online IT x-rays services and online IT blood services**

Not applicable, we do not have dealings with CRIS or priorities.

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)