

FOI REF: 25/024

5<sup>th</sup> February 2025**Eastbourne District General Hospital**Kings Drive  
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## 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:

**Under the Freedom of Information Act, I would like to request the following information regarding your organisation's use of technology, innovation, and approach to staff development, culture, and engagement. Please provide information pertaining to the current and previous financial year.**

### Technology Enablers

#### **1. What tools, software platforms, or systems are currently used to:**

- **Govern and manage projects and improvement initiatives**

[We currently use PM3.](#)

- **Support organisational development**

[HLM 360, NHS Elect. NHS Staff survey results.](#)

[Oxford SMS.](#)

- **Govern risk and compliance (GRC)?**

- [Datix Enterprise Risk Manager for Risk management](#)
- [Evotix – for Risk Assessments and Health & Safety compliance](#)
- [Datix Cloud IQ for incidents](#)
- [InPhase – for clinical compliance.](#)

#### **2. What is the annual budget/spend allocated to these software tools?**

[PM3 cost per year is approximately £12,000.](#)

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3. Are there any plans to implement new software or tools in these areas in the near future?

Some are under review.

#### **Artificial Intelligence (AI), Machine Learning (ML), and Automation**

4. Is the organisation currently using AI, machine learning, or automation technologies?

Yes.

- If yes, in what capacity are they used (e.g., clinical applications, operational efficiencies, back-office automation)?

Stroke brainiomics: Analiese Ai radiology, chest CT heartflow cardiology.

- Are there any active or planned projects involving these technologies?

Yes, operational efficiencies through Robotic Process Automation, clinical efficiencies in cancer and Emergency Department through Ai.

- What are the primary focus areas or expected outcomes of these projects?

Patient outcomes, operational efficiency and financial saving.

#### **Staff Engagement**

5. How do you engage staff in your organisational strategy and improvement initiatives?

The Trust engage with our staff, who work at East Sussex Healthcare NHS Trust through a number of ways

- Face to face sessions with a subject matter
- Communication and opportunities to complete questionnaires
- Partnership Forum
- NHS staff survey improvements – departmental feedback and action plans
- Steering groups
- Internal roadshows
- Evaluations

**6. What mechanisms are in place to capture and harness ideas from staff?**

- NHS Staff Survey
- Face to face sessions with a subject matter
- Communication and opportunities to complete questionnaires
- Partnership Forum
- Steering groups
- Internal roadshows
- Evaluations

**Patient Involvement**

**7. How are patients involved in improvement initiatives within your organisation?**

The Patient Engagement and Involvement Framework is built around five key elements:

1. Using patient and carer feedback
2. Generating patient insight
3. Developing patients as partners
4. Making sure our services are used effectively by everyone
5. Our Communications and engagement approach

**8. Are there formal structures or programmes to facilitate this involvement?**

Patient Engagement and Involvement Framework is in place to support staff when planning engagement and involvement with our service users. Each case/ project is different and so how we engage will be tailored accordingly.

**Staff Development and Apprenticeships**

**9. What programmes or methods does the organisation have in place to develop project and improvement skills?**

Apprenticeships –

6 Apprenticeship Standards are available for employees development. They are:

Associate Project Manager Level 4	(19/08/2016)
Project Manager Level 6	(22/06/2018)
Improvement Practitioner Level 4	(27/02/2018)
Improvement Technician Level 3	(27/02/2018)
Improvement Specialist Level 5	(08/11/2028)
Improvement Leader Level 6	(29/01/2029)

NB: When first available not all could be supported as lack of providers.

- **Are these programmes sponsored by executive leaders?**

Yes.

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- **How long have these programmes been running, and what outcomes have they achieved?**

See dates added for each apprenticeship standard above which indicates when approved for delivery. As noted above, in the early stages of approved standards ready for delivery training providers were not ready to deliver.

1 current live learner Associate Project Manager Level 4  
1 completed learner Associate Project Manager Level 4

- 10. Are any staff within the organisation involved in improvement or degree apprenticeships?**

**If so, how many staff are involved, and to what level?**

No employees have undertaken degree apprenticeships in Improvement or Project Management

- **At what stage are they in the apprenticeship process (e.g., in progress or completed)?**

Only Level 4 accessed. As above (Associate Project Manager).

- **For those in progress, when are they expected to complete?**

Not applicable for degree programmes. Associate Project Manager Level 4 due to complete February 2025.

### **Organisational Development (OD) and Culture Change**

- 11. Does the organisation have any OD programmes aimed at culture change or workforce development?**

Yes.

- **What are these programmes, and who is involved?**

There are multiple workforce development programmes which are overseen by different leads. All Colleagues across the Trust have the opportunity and are involved.

- 12. What is the total budget for the OD team?**

£121,147.

- **What percentage of this budget is spent on external agencies or consultancy?**

0%, there is no agency/consultancy for this budget.

## **Strategy / PMO / Improvement / Transformation Team**

### **13. The headcount (by band) of each of these respective teams and annual budget**

We do not have a PMO. The Transformation, Strategy and Improvement team is integrated and not split into respective teams.

I can confirm that we hold this information in respect of the headcount (by band), but it is exempt under section 40(2) of the Freedom of Information Act 2000 – Personal Information of third parties. This is because this information may allow the identification of individual staff members due to the small number and disclosure would breach the principles of the Data Protection Act.

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

The annual budget for Strategy/Improvement/Transformation Team is £714,402.

### **14. Are these teams separate or integrated in any way? i.e. joint reporting lines through to a member of the executive team / joint programmes of work**

One team (noting we do not have a PMO within the team) reporting to an Executive.

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)