

FOI REF: 25/204

31<sup>st</sup> March 2025

## 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. **Do you have a system to track colorectal patients on care protocols that allows remote monitoring or PIFU or is this currently a manual solution/recorded using a spreadsheet?**

Clarification was sought with regard to if you are talking about colorectal patients generally or colorectal cancer patient's specifically and confirmation was received that you require...

Colorectal cancer patient please.

Yes.

2. **If you have a system which system do you use and does it have a portal that the patients can access?**

We use the Electronic remote monitoring system (eRMS) which is an add on to the Somerset system and yes it does have a portal that the patients can access.

3. **If you have a system when is this contract due for renewal?**

Rolling contract.

4. **What is the annual cost of supporting this system?**

Yearly maintenance costs not yet available.

5. **Who is the key contact for the service and what is that persons email address?**

Chris Hilder

Cont.../

We are unable to provide the contact details of staff as we consider this information to be exempt from release in accordance with section 44 of the Freedom of Information Act (Prohibition on disclosure) and would refer to the Privacy and Electronic Communications EC Directive Regulations 2003 which provide specific rules on electronic communication services, including marketing (by phone, fax, email or text) and keeping communications services secure. We will not provide any information that could result in the transmission of unsolicited communications which may place an unacceptable risk to our email network and could also have a detrimental impact on patient care and treatment.

The contact number for the Trust are accessible on the Trust website <http://www.esht.nhs.uk>.

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

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)