FOI REF: 25/176

1st April 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.   **Does your trust have a patient flow system?**

Clarification was sought with regard to your definition of a patient flow system and confirmation was received as follows:

To clarify A "patient flow system" in the NHS refers to the organized process of managing a patient's journey through a healthcare facility, encompassing their arrival, registration, consultations, treatments, and discharge, with the aim of ensuring efficient movement through the system and minimizing unnecessary waiting times.

The trust uses a patient administration system and a bed flow management module.

2.   **If so, is it using the electronic patient record, Or the national offer built on Palantir/Foundry?**

The trust uses a PAS system, also modules from an EPR supplier to track bed flow and it uses plantir/foundry in some areas.

3.   **Or does the Trust have a specialist flow product? If so, what is the**

- •   **Supplier name**   Altera PAS system, Nervecentre
- •   **System name**   Allscripts Healthcare (IT) UK Ltd, Softcat
- •   **Contract expiry date**   31st March 2026 & 31st March 2025.

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

Freedom of Information Department
esh-tr.foi@nhs.net