

FOI REF: 25/289

Eastbourne District General Hospital

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Eastbourne
East Sussex
BN21 2UD

6th May 2025

Tel: 0300 131 4500
Website: 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. Has the trust implemented a Patient Engagement Portal (also known as a Patient Portal)?**

Yes.

- 2. If so, please provide the name of this solution, and the name of the company that supplied it.**

My Health and Care Record (powered by Patients Know Best).

- 3. When was this solution procured?**

November 2018.

- 4. Does the trust have any plans in the near future to replace this solution?**

No.

5. Please confirm which of the following care pathways the Patient Portal is used across:

- a. **Diabetes** Yes.
- b. **COPD** Yes.
- c. **Heart Failure** Yes.
- d. **Weight management and weight loss**
Not applicable: East Sussex Healthcare NHS Trust does not provide a weight management and weight loss service.
- e. **MSK** Yes.

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