

FOI REF: 25/537

19<sup>th</sup> August 2025

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

Yes.

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

e RMS via Somerset cancer register. Roll out expected Autumn 2025. East Sussex Healthcare NHS Trust use Patient Knows Best, that patients can access, which links to e RMS.

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

Somerset is an ongoing rolling contract.

Patients Know Best is due for renewal 31<sup>st</sup> March 2026.

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

Somerset annual cost is included in yearly maintenance cost.

Patient Knows Best annual cost is £240,337.50.

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

Kelly Smith  
Cancer personalised care lead nurse

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)