

23rd July 2026

Eastbourne District General Hospital

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Further to your recent request for information made under the Freedom of Information Act (FOIA) 2000, I now set out our answers to your specific questions, and any clarifications sought and provided, as follows:

Please can you provide the following information by email return?

1. **Do you use Radr (Regional Analytics for Demand and Referral) platform, originally from NEC CSU?**

No.

2. **Do you have a BCDR or continuity plan for when Radr is discontinued (suggested to be Oct 2026)?**

Not applicable.

3. **Do you have an operational contingency plan for this?**

Not applicable.

4. **Does your SITREP automate escalation actions?**

Yes. We operate with DEP levels that have defined actions and designated owners, alongside OPEL levels with clearly assigned actions and responsibilities.

5. **If so, does your OPEL score automate actions to specific roles?**

Yes. OPEL levels trigger actions that are assigned to specific roles.

6. **Is there a sign off process for specific escalations being done?**

Yes. Escalations are reviewed and signed off through daily site calls held at 08:30, 13:00 and 16:00.

7. **Does your system allow for bespoke log of events in real time?**

Yes. We use Power BI and Juno to provide real-time monitoring and analysis of operational events.

8. Can you capture & then audit these results retrospectively?

Yes.

I trust this information is helpful in its detail or explanation however, if you are dissatisfied with the response, then you have the right to request an internal review. If you wish to seek an internal review, please write to the Freedom of Information Team at esh-tr.foi@nhs.net quoting the above FOI reference number, within 40 working days. Please note the Trust is not obliged to accept a request for an internal review after this time period.

Yours faithfully

Freedom of Information (FOI) Team
East Sussex Healthcare NHS Trust
0300 131 4716
Core Hours of Business: Monday to Friday 9.00am to 4.00pm