

Our Ref: 163
February 2024

Re: Your request made under the Freedom of Information Act 2000

I am writing to you under the Freedom of Information Act 2000 to request the following information:

Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

If yes:

* Who is the current provider?

Internal patient portal (in house developed)

* What is the name of the current solution?

Internal patient portal (in house developed)

* What is the start and end date of the contract?

PEP is currently has a 3 yr contract starting April 2023

If no:

* Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'

* If yes, when are you looking to go out to market and by what route?

A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:

* View/confirm/cancel/change appointments digitally

* View their appointment letters digitally

* Send patients SMS reminders of appointments

* Complete questionnaires digitally (such as pre/post operative assessments; PROMs/PREMs)

* View self help information relating to their care pathway