NHS
Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust

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

1. **Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?**

   394,993 appointment letters were sent during the period January – December 2022

2. **Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?**

   Data not available

3. **Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?**

   405,306 clinical outcome letters send during the period January – December 2022

4. **What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?**

   10.55% DNA rate for the period January – December 2022

5. **What EPR system do you use please and what is the contract expiry date for that system?**

   N/A

6. **What PAS system do you use please and what is the contract expiry date for that system?**

   PAS System: ECaMIS
   Contract expiry: 2026

7. **What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?**

   The Trust uses a DrDoctor patient portal and the contract expires in April 2026.

8. **If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?**

   c. 65%

9. **What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?**

   N/A

10. **Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?**

    Supplier(s)   1. PSL; 2. DrDoctor
    Contract expiry   1. 2025; 2. 2025

11. **Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?**

N/A

12. **Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?**

a) Intouch and Bookwise
b) Internal room booking system

13. **How many DSAR requests did you receive in 2022 and what % were processed within 28 days?**

Total: 2804. Processed within 28 days: 99.2%

14. **Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?**

N/A

15. **Have your digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?**

N/A