

Freedom of Information Act Request

Under the Freedom of Information Act, I would like to request the following information:

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

1. Has the trust implemented a Patient Engagement Portal (also known as a Patient Portal)? **YES**
If so, please provide the name of this solution, and the name of the company that supplied it.

DrDoctor ICNH Ltd

When was this solution procured? **01/04/2023**

2. Does the trust have any plans in the near future to replace this solution? **NO**

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

- a. **Diabetes**
- b. **COPD**
- c. **Heart Failure**
- d. Weight management and weight loss
- e. **MSK**

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>

Our Ref: 254

April 2025