

## Freedom of Information Act Request

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

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?

The Trust uses InfoFlex, integrated with ICE, to manage cancer pathways, including Patient Initiated Follow-Up (PIFU) and remote monitoring where clinically appropriate. Some teams may use supplementary manual tools, such as spreadsheets, for local tracking purposes.

If you have a system which system do you use and does it have a portal that the patients can access?

- System in Use: InfoFlex (with ICE integration) for clinical tracking and follow-up.

If you have a system when is this contract due for renewal?

InfoFlex 31/03/2026

What is the annual cost of supporting this system?

In accordance with Section 43(2) of the Freedom of Information Act 2000, the Trust is withholding the annual cost of supporting the system.

Exemption Applied – Section 43(2):

Disclosure of the annual cost would be likely to prejudice the commercial interests of both the Trust and the system supplier. Revealing specific financial details may undermine the supplier's ability to compete in future tenders with other NHS organisations and could disadvantage the Trust in future contract negotiations. The information is considered commercially sensitive under the terms of the procurement framework.

Public Interest Test:

The Trust recognises that there is a general public interest in transparency and accountability regarding public expenditure. However, this must be balanced against the public interest in protecting the commercial viability of suppliers and ensuring the Trust secures best value for money in future procurement activities. On balance, the Trust considers that the public interest in withholding the information outweighs the public interest in disclosure.

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

The Trust can confirm that there is no single key contact for this service. The management of breast cancer follow-up pathways, including Patient Initiated Follow-Up (PIFU), involves a multi-disciplinary team across clinical, digital, and operational departments.

Responsibility is shared between:

- The Cancer Services Team, who oversee pathway coordination and reporting.
- The Digital Services Team, who manage system infrastructure and support (e.g., InfoFlex, ICE, and EPR platforms).
- The Breast Care Clinical Team, who make clinical decisions regarding patient eligibility for remote monitoring or PIFU.

As such, no individual staff member holds sole responsibility for the system or service, and we are unable to provide a named contact under Section 1(1)(a) of the Freedom of Information Act, as this specific information is not held.

If you have a specific query relating to this area, general enquiries can be directed to:

- **Cancer Services Information Point (Doncaster):** [rdash.macmillan-info-doncaster@nhs.net](mailto:rdash.macmillan-info-doncaster@nhs.net)

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](mailto: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/>

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