

**Request for information under the Freedom of Information Act – 2022.110
Released – 8 August 2022**

Thank you for your email received 20 July 2022 requesting information regarding IT.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

1. Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?

No

2. If yes which services are outsourced and how many staff deliver each of these services?

3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?

5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?

Questions 2-6 are not applicable

7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?

No

8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

The Trust efficiency target for 22/23 is £6,698m and is based on 3% of overall budget

To note this will exclude any income targets and when setting the efficiency target a review of all areas are made and there may be other exclusions such as any pass through costs or contract reductions that are effectively an efficiency saving anyway.

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

The Trust does not provide patient transport services.

10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

Graphnet – developing a citizen-facing website / app to enable access to elements of the information held in electronic patient record systems; Docobo – vital signs monitoring devices and data input.

11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

Our Digital Strategy details the approach we are taking for digital technologies: [Digital-strategy.pdf \(kentcht.nhs.uk\)](https://kentcht.nhs.uk/digital-strategy.pdf)

12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

2018-19	352524
2019-20	349543
2020-21	279308
2021-22	331657

Please note that the information provided above includes the majority of the Trust's services.

Patients on some systems are counted separately as there is no NHS number on the system, therefore we are unable to tell if some patients are double counted.

Also this does not include audiology, newborn hearing (although most of these would have been seen by health visiting), dental or health improvement as we do not have datasets on our system for any of these systems to add into the report to count number of patients.

13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

Section 40 – Personal information

(2) Any information to which a request for information relates is also exempt information if—

- (a) it constitutes personal data which does not fall within subsection (1), and*
- (b) either the first, second or third condition below is satisfied.*

(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act

- (a) would contravene any of the data protection principles, or*
- (b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.*

We can advise that the Director with overall responsibility for digital transformation is Gordon Flack - Director of Finance and Deputy CEO, Gordon.Flack@nhs.net

Details of our IT capital plan can be found on pages 10 and 11 in the following report [Board-reports-for-noting-May-2022.pdf \(kentcht.nhs.uk\)](#)