

Freedom of Information Request

Reference Number: [EPUT.FOI.19.1135](#)

Date Received: [1 July 2019](#)

Information Requested:

My request is in two parts

Part 1

- Please can you tell me what appointment booking and appointment reminder service system(s) The Trust uses.
[QFlow](#)
[SystemOne \(EPR\)](#)
- What the contract start and end dates are.
[QFlow – annual renewal](#)
[SystemOne – 07/06/16 – 06/06/21 \(with a 2 year extension option\)](#)
- The contract value
[QFlow – approx. £35-40k](#)
[SystemOne - approx £1.3-1.5m](#)
- How much is spent on SMS messages per year for appointment reminders
[Approx £2.1 - 2.4k](#)
- Who at the trust is responsible for this system(s)
[Associate Director of Electronic Systems and Information Governance](#)

Part 2

- Please tell me what system is used to facilitate Bank Staffing requirements
[Allocate](#)

What the contract start and end dates are.
[Contract Start Date 26/05/2014 and Contract end date is 28/10/2021](#)
- The contract value
[The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act \(Commercial Interests\).*](#)
- Please tell me if SMS text messages are used as part of the emergency bank staffing solution (I.e. where shifts are having to be filled at short notice due to sickness etc). if so what is the annual spend on SMS for this service.
[Yes](#)

- Is a separate system required for this other than your primary Bank Staffing solution?
No
 - Who in the Trust is responsible for Bank Staffing systems and procedure? Name Job Title and email address.
Katie Keen, Deputy Director of HR and Communications. Katie.Keen@nhs.net
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Applied exemption

Section 43: Commercial interests

- (1) Information is exempt information if it constitutes a trade secret.
- (2) Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person (including the public authority holding it).
- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>

Freedom of Information Request

Reference Number: [EPUT.FOI.19.1135 Review request](#)

Date Received: [29th July 2019](#)

Information Requested:

Please could you clarify a couple of points.

1. The Associate Director of Electronic Systems and Information Governance – is this Kay Blencoe and can you please confirm the email address?
Claire.sladden@nhs.net
 2. SMS is used for emergency bank staffing but no indication of annual cost. Please could you clarify on this point.
[The costs for 2018/2019 were £4,680.](#)
 3. I can find two q-flow systems. Q-Flow by qnomy and there is a company called q-flow. Can you confirm that this is the Qnomy Q-flow product rather than the company QFlow?
[Q-Flow provided by the company QNomy.](#)
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