

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

Ref: FOI-022024-000681

Date: 08/05/2024

Address / Email:

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Request**

Please complete the table below relating to your organisation's Patient Portal/ Patient Engagement Portal (PEP).

**Response**

| <u>Questions</u>  | <u>Responses</u>   |
|---|--|
| <p><b>Does your Trust have a 'Patient Portal/Patient Engagement Portal (PEP)'?</b></p> <p><b>If yes:</b><br/> <b>Who is the current provider?</b><br/> <b>What is the name of the current solution?</b><br/> <b>What is the start and end date of the contract?</b></p>   | <p><b>Healthcare Communications</b></p> <p><b>Healthcare Communications Patient Portal</b></p> <p><b>24/01/2022 – 31/03/2026</b></p> |
| <p><b>If no:</b><br/> <b>Are you planning to procure a 'Patient Portal/Patient Engagement Platform (PEP)'</b><br/> <b>If yes when are you looking to go out to market and by what route?</b><br/> <b>A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:</b><br/> <b>* View/confirm/cancel/change appointments digitally</b><br/> <b>* View their appointment letters digitally</b><br/> <b>* Send patients SMS reminders of appointments</b><br/> <b>* Complete questionnaires digitally (such as pre/post operative assessments; PROMs/PREMs)</b><br/> <b>* View self-help information relating to their care pathway</b></p> |  |

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**