



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

St Michaels House

St Michaels Road

Sittingbourne

Kent

ME10 3DW

Tel: 01795 514525

Sent via email

Email: kmpt.inforaccess@nhs.net

Website: www.kmpt.nhs.uk

Dear [REDACTED],

Request for Information

I write further to your request FOI ID 39845 under the Freedom of Information Act 2000 regarding:-

Technical Informatics Solutions

Your request is set out below:

Section 1:

1. What are the core patient administration system(s) used by your organisation?

RiO

2. Do you have a data warehouse solution in place to extract, transform and load data from your patient administration system(s) into a central repository for secondary use?

Yes

3. What systems/software/programmes/applications does your informatics teams use to:
 - a. Manage workload, incorporating receiving requests internally and externally, managing work in progress and communicating to customers through to task/product completion?

Azure Dev Ops, Excel

- b. Provide regularly available information to customers, including patient data, reports, dashboards, scorecards and other visual representations of data?

Power BI, Excel

- c. Analyse data, including descriptive, diagnostic, predictive and prescriptive analysis (as defined in table 1 below).

Power BI, Excel, SQL

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greateorex

	3a	3b	3c
4. How long have these systems been in place/used for?	1<2 years	1<2 years	1<2 years
5. What are the annual costs to use these systems?	We are unable to provide a breakdown of cost. Our services and systems are incorporated into the wider ICT infrastructure with regards to the data warehouse and SQL. Power BI is part of a shared tenancy and the licence costs are shared between all organisations included within the tenancy.		
6. Were there any initial set up costs to implement these systems? If so what costs were incurred?			
7. Have these systems been assessed for their return on investment? If so, what was the outcome?			
8. Do you intend to continue to use these technological solutions in the next 3-5 years? If not, what other solutions are you considering?	Yes	Yes	Yes

Section 2:

9. On average (excluding Freedom of Information requests), how many requests in total do you receive per week or month from both internal and external colleagues/customers for:
- Information provision [Choose an item.](#) or comment here [Click here to enter text.](#)
 - Regular reports [Choose an item.](#) or comment here [Click here to enter text.](#)
 - Analysis [Choose an item.](#) or comment here [Click here to enter text.](#)

The organisation is in the infancy of using Azure Dev Ops, therefore we don't currently have any analysis of request numbers or time taken to complete.

10. On average (excluding Freedom of Information requests), how long does it take from a request being received to completion (i.e. turnaround/process time) for:
- Information provision [Choose an item.](#) or comment here [Click here to enter text.](#)
 - Regular reports [Choose an item.](#) or comment here [Click here to enter text.](#)
 - Analysis [Choose an item.](#) or comment here [Click here to enter text.](#)

The organisation is in the infancy of using Azure Dev Ops, therefore we don't currently have any analysis of request numbers or time taken to complete.

Overall, we aim to complete requests with a 5 day turn-a-round

11. How many staff (whole time equivalents) are employed in any capacity to service these types of requests?
- Information provision
5<10
 - Regular reports
5<10
 - Analysis
5<10
12. Do you use business intelligence cubes / OLAP (Online Analytical Processing) cubes to standardise, consolidate or aggregate relevant data for fast and efficient analysis?

No

13. Have you implemented or experimented with the use of artificial intelligence or machine learning?

No

a. If so, what has this been used for?

N/A

b. How often is this type of analysis conducted?

N/A

14. Would you be willing to provide more information and discuss these points on a one-to-one basis? If so, please can you provide your details below:

In order to ensure that staff are able to fully meet their organisational public duties, personal contact details for individuals are exempt from release under section 36 (conduct of public affairs) Freedom of Information Act 2000, and both the public interest test, and prejudice test enable the organisation to engage this exemption in this instance. For further information about how to contact the organisation please see our website at [KMPT | Contact us](#)

15. Do you have any other comments you would like to add?

N/A

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department