



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

1st Floor
Magnitude House
New Hythe Lane
Aylesford
Kent
ME20 6WT

Sent via email

Tel: 01795 514525

Email: kmpt.infoaccess@nhs.net

Website: www.kmpt.nhs.uk

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 44956 under the Freedom of Information Act 2000 regarding: -

Clinical Systems

Your request is set out below:

Please provide information regarding the use of the following clinical software systems at Kent and Medway NHS and Social Care Partnership Trust:

- **EPR (Electronic Patient Record):** An Electronic Patient Record (EPR) is a digital version of a patient's paper chart. EPRs are real-time, patient-centered records that make information available instantly and securely to authorized users.
- **Patient Engagement Portal:** A Patient Engagement Portal is an online platform that enables patients to interact with their healthcare providers, access their medical records, schedule appointments, and receive educational materials and support.
- **Patient Access System:** A Patient Access System allows patients to manage their appointments, access personal health information, and communicate with healthcare providers, enhancing their overall experience and engagement.
- **Virtual Ward Software:** Virtual Ward Software is used to manage and monitor patients remotely, typically those with chronic conditions or those recovering from surgery, to provide continuous care and reduce hospital admissions.
- **Population Health Management Software:** Population Health Management Software helps healthcare providers manage and analyze health data for a specific population to improve health outcomes, reduce costs, and enhance the patient experience.
- **Contact Centre:** Contact Centre software facilitates communication between patients and healthcare providers, managing inbound and outbound calls, emails, and other forms of communication efficiently.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

- **Telecare Software:** Telecare Software provides remote care services to patients, using technology to monitor health conditions and support independent living, often for elderly or disabled individuals.

For each clinical system listed above, please provide the following details where possible:

- a) System type
- b) Supplier name
- c) System name
- d) Date installed
- e) Supplier contract expiration
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework
- i) Other systems it integrates with
- j) Total value of contract (£)
- k) Notes - e.g. we are currently out to tender
- l) Framework used
- m) If no system exists, what alternative do you use?

Please see attached spreadsheet.

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