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Our ref: FOI – 5642

Date: 16 September 2019

**By email only** [request-597788-7fc7076a@whatdotheyknow.com](mailto:request-597788-7fc7076a@whatdotheyknow.com)

Dear J Allen,

We write further to your request for information under the Freedom of Information Act received 19<sup>th</sup> August 2019. We have set out your request, together with our response below.

Could the authority state how they use agencies and/or software to expedite the discharge of DTOC patients?

**The Local Authority and the CCG commission the agencies and the care homes that UHCW use for discharge. The Intergrated Discharge Team uses an internally developed data base to monitor and track all delayed patients across the trust.**

How much did they spend with agencies to arrange placements with care homes or home care for DTOC patients in each of the last three financial years?

**This is not information which University Coventry and Warwickshire Hospital Trust currently holds in the format requested and therefore we cannot provide any answers to the requests that have been made.**

Do they use Capacity Tracker or any other software of services to identify care homes or home care packages? Please state which software or services are used.

**The Local Authority and the CCG commission the agencies and the care homes that UHCW use for discharge. Therefore we are unable to supply the software that is used to monitor the vacancies.**

As we have provided the information that we do hold your request is now closed. We trust that this is satisfactory but if you are dissatisfied with the way that it has been handled you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Geoff Stokes, Director of Corporate Affairs, UHCW, Clifford Bridge Road, Coventry CV2 2DX.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

**Andrea Phillips**  
**FOI & Access to Health Records Manager**