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Oxleas NHS Foundation Trust  
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Our ref: FOI 5457

Date: 18 December 2019

Switchboard: 01322625700  
Website: [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk)

Dear Jimmy,

**FREEDOM OF INFORMATION ACT 2000 – SECTION 8 REQUEST**

Thank you for your request for information dated 20/11/2019. Your request has been managed under the terms of the Freedom of Information Act 2000.

**You requested the following information under section 8 of the Act:**

1. Please give a detailed explanation of the upcoming "E-Obs" system - as mentioned in several boards of directors reports and pictured on Flickr

**Aim/Objective**

- Provide a solution which will allow physical and mental health inpatient observations to be recorded electronically at the point of care
- Reduce the administrative burden on ward clerks who have to scan and upload paper observation charts to patient record
- Improve patient safety by ensuring observations are recorded consistently at regular intervals as appropriate
- Provide reminders when observations are due or overdue
- Improve the handover process at shift change with information available digitally it can be shared more easily
- Make the investigation of incidents easier and quicker as all observation information will be available digitally without the need to check multiple scanned documents
- Provide oversight and assurance to ward managers and service managers that observations are being carried out as expected
- Provide the ability to review observations from an extended period to support clinical decision making

**In scope**

- In-patient wards in all directorates including physical and mental health wards and forensic services

**Out of Scope**

- Prisons
- All non-ward based teams e.g., district nursing, HTT, etc.

2. Please give a detailed explanation of the tender process, who was chosen and how?

The solution is a separate module of the Trust existing electronic patient record and as was purchased via a contract variation. It was the most cost effective solution available and as the underlying system (RiO) is familiar to both end users and system support making changes and providing support will requires less upskilling than other solutions.

3. Please give an exact cost of implementation and development to date.

Costs incurred to date:

Item	Cost inc VAT
RiO eObs Module and Support & Maintenance Charge - 6 Month Term	£57,961.80
Upgrade of WIFI across the inpatient wards	£72,167.77
Staff costs	£75,290
Devices and charging solution	£62,000
Total	£267,419.57

If you have any queries or concerns or are dissatisfied with the service you have received in relation to your request, please do not hesitate to contact us. If you wish to request a review of the decision, you should write to the Information Governance Manager, Julie Lucas via email at [julie.lucas9@nhs.net](mailto:julie.lucas9@nhs.net) in the first instance. If you remain unsatisfied with the outcome of your review and wish to make a formal complaint, please address this to: Complaints, Oxleas NHS Foundation Trust, Pinewood House, Pinewood Place, Dartford, DA2 7WG - Email: [oxl-tr.complaints@nhs.net](mailto:oxl-tr.complaints@nhs.net)

In addition if you are not satisfied with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (Telephone: 0303 123 1113 or 01625 545 745 - [www.ico.org.uk](http://www.ico.org.uk)).

Kind regards,

**Paul Bransgrove**  
**Information Governance Officer**

E: [oxl-tr.FOI@nhs.net](mailto:oxl-tr.FOI@nhs.net)

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