

**University Hospital Lewisham**

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Louise Bendell

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29 October 2019

Dear Louise Bendell

**Request Reference: RFI-003449**

I am writing with regards to your request for information which was received by the Trust on 17 October 2019. Your request will now be dealt with under the Freedom of Information Act 2000.

I now will respond to the request.

**Your Request & Our Response**

**1) How long (no. of hours) is your IT Training (on patient systems) for doctors on induction?**

A day (7.5 hours)

**2) Is the training face to face, eLearning or a combination of both?**

Combination

**3) Is the doctors IT Training (on patient systems) completed prior to arrival or once the doctor arrives at the hospital?**

Combination

**4) How is this training funded? Are doctors paid for their time or given time off in lieu?**

Given time off in lieu

**5) Do doctors get any support from the IT Trainers following their initial training? e.g. floorwalkers/coaching/mentoring**

If requested

**Re-use and Copyright**

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### **Internal Review**

If you unhappy with your response you can request a formal internal review. All requests must be provided in writing either via email or to the postal address above. This should be done within two months of receipt of your response letter. All appeals must quote the original reference number and provide a reason for the appeal.

### **Information Commissioner's Office**

Should you still remain unhappy with the outcome of your appeal you can write directly to the Information Commissioner's Office to ask for an independent review at the following address:-

The Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire, SK9 5AF  
Website: <http://www.ico.org.uk/>  
Helpline: 0303 123 1113

In general, the ICO will only review cases where all internal review processes have been exhausted.

I hope this answers your request. If you have any further queries about this matter then please do not hesitate to contact me.

Yours sincerely

**Freedom of Information Team**  
[foi.lg@nhs.net](mailto:foi.lg@nhs.net)

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