

Information Governance Office
Room 45
Maudsley Hospital
Denmark Hill
London
SE5 8AZ

Email: foi@slam.nhs.uk

27th June 2016

Dear Mr Cudmore,

RE: Your Information Request

Thank you for your request for information received on 6th June 2016 regarding the Trust's health records system under the terms of the Freedom of Information Act (2000).

You requested the following information:

1. System's name and suppliers name?

The Trust's health records system is called CareNotes, it is supplied by Advanced Health Care

2. How much is the support and maintenance?

The support and maintenance cost is £115K

3. How much was your total spend on the application for the last year?

Please refer to response to question 2 above.

4. When is the system due for renewal?

We upgrade the system 4 times a year. The support and maintenance contract is due for renewal 30th June 2016.

5. Who in your Trust has ownership for this system?

The Chief Information Officer and Clinical Chief Information Owner

6. Approximately how many users of the system do you have trust wide?

6500

7. When was your last Application upgrade?

May 2016

8. Which groups uses the system: CMHT, CAMHS, Acute services, Home Treatment Team, Assertive Outreach Team, Eating Disorders Team, Early Intervention Team, AMHPs.

All the inpatient and community teams within the Trust uses the Trust's health records system.

9. Do health and social care workers jointly use the system or do social care use a separate system for case management?

Health and Social care workers that are part of the multi-disciplinary team uses the system as well.

10. If separate, what system do social workers use?

N/A

11. Is the system used mobile by workers or in care setting only?

Access by staff is not mobile as yet. We are working on a mobile solution called which is scheduled for pilot July

12. Is your current solution customisable? If so, do you pay a developers license for this functionality?

Components of the application are customisable but the core application is not

13. Can you also provide details of your Corporate IT Directors/Heads of IT and where can I find details of your IT Strategy for the next 5 years? Have this info.

The Chief Information Officer is Stephen Docherty. Enclosed is the ICT strategy

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If you are not content with the outcome of your complaint, you may apply to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by South London and Maudsley NHS Foundation Trust. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House

Water Lane
Wilmslow
Cheshire SK9 5AF

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Toyin Kazeem', is centered on a light blue rectangular background.

Toyin Kazeem
Archives and Assurance Manager