

**Trust Headquarters**

Lincoln County Hospital  
Greetwell Road  
Lincoln  
LN2 5QY

Tel: 01522 573977  
Email: [foi@ulh.nhs.uk](mailto:foi@ulh.nhs.uk)  
[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

Via E-Mail: Emmanuel Phillips [request-819478-e97a1626@whatdotheyknow.com](mailto:request-819478-e97a1626@whatdotheyknow.com)

Ref – 493/21

22 March 2022

Dear Mr Phillips

I would like to apologise for the delay in responding to your freedom of information request made on 4 January 2022 regarding a patient portal / patient access portal system update. The questions you raised along with their answers can be found below:

We are currently updating data on your trust's Patient Portal / Patient Access Portal systems.

Can you please complete the fields below with what you currently hold?

Please enter 'No System Installed' under supplier name if your trust does not use the system:

-

System type – Patient Portal

Supplier name – **No System in Place**

System name –

Date installed –

Contract expiration –

Notes – e.g. we are currently out to tender

Is this contract annually renewed? – Yes/No

Do you currently have plans to replace this system? – Yes/No

-

System type – Patient Access Portal

Supplier name – **No System in Place**

System name –

Date installed –

Contract expiration –

Notes – e.g. we are currently out to tender

Is this contract annually renewed? – Yes/No

Do you currently have plans to replace this system? – Yes/No

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System definition:


Patient Portal / Patient Access Portal – It is a secure online portal/website to access personal health information. The online tool allows patients to log in and access elements of their electronic record (appointments, test results, billing, prescriptions etc.) or communicate with their health professionals.

I trust that this information answers your request; however, if you are unhappy with the service you have received and wish to make a complaint or for us to continue an internal review of our response, you should write to the Chief Executive at the address given above.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, their office cannot make a decision unless you have exhausted the complaints procedure provided by United Lincolnshire Hospitals NHS Trust.

The Information Commissioner can be contacted at: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'J Warner', is written over a light yellow rectangular background.

Jayne Warner  
**Trust Secretary**