

Freedom of Information Act 2000 disclosure log entry

Reference

17-18298

Date sent

13/02/2018

Subject

Complaints about Technology and Staff Survey

Details of enquiry

I would like to request access to the following information, including any data from the past five years:

1. Any complaints or escalations from each trust across the UK relating to technology. Including new technology being introduced (iPads etc.) as well as complaints about the internal computer systems. I would like this information broken down by hospital or other location (e.g. ambulance dispatch centre or community area), and would like the details of each the complaint.
2. If the above has an impact on the A&E department, I would like that detailed separately.
3. Any information that is submitted internally relating to complaints about technology
4. Information about any tech trials your trust has been a part of, including smart watches, iPads etc. and any feedback you have had on these.
5. Any instances of periods of time where hospitals are unable to function normally because of issues with the IT systems. Including details of the trust and time it took to fix the issue
6. Results of the employee survey for the past 2 years, including any mentions of frustrations around technology.

I would also like information on:

7. Information on the computer systems and operating systems that are currently being used in each trust

Response Sent

1. Any complaints or escalations from each trust across the UK relating to technology. Including new technology being introduced (iPads etc.) as well as complaints about the internal computer systems. I would like this information broken down by hospital or other location (e.g. ambulance dispatch centre or community area), and would like the details of each the complaint.
No formal complaints have been logged during the 5 year period related to implemented technology at the Trust.
2. If the above has an impact on the A&E department, I would like that detailed separately.
Not applicable. This Trust does not provide acute services, and has no A&E Department
3. Any information that is submitted internally relating to complaints about technology
None.
4. Information about any tech trials your trust has been a part of, including smart watches, iPads etc. and any feedback you have had on these.

We ran trials of two-in-one tablets and Ultrabook's to replace conventional desktops and facilitate mobile working in 2016/7. Feedback was very positive and has led to the adoption of these devices across the Trust.

5. Any instances of periods of time where hospitals are unable to function normally because of issues with the IT systems. Including details of the trust and time it took to fix the issue
None
6. Results of the employee survey for the past 2 years, including any mentions of frustrations around technology.
The results of the NHS Staff Survey for all NHS commissioning and provider organisations can be found at <http://www.nhsstaffsurveys.com>. This contains reports specific to this Trust and other reports for all other provider and commissioning NHS organisations.
7. Information on the computer systems and operating systems that are currently being used in each trust
All devices are running either Windows 10, Windows 8.1 or a few with Windows 7