

**Information Governance Department**  
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Ref: FOI/2023/9300

Date Received: 13<sup>th</sup> October 2023

Response Due: 10<sup>th</sup> November 2023

Date: 7<sup>th</sup> November 2023

Dear Sir/Madam

You asked:

- 1. Do you monitor and log potential patient harms as a result of problems with your Electronic Patient Record (EPR) system?**

Yes.

Potential patient harm would be logged using our Datix incident and risk management systems. Any incident or near miss would be investigated and logged via STEIS with appropriate investigation and action plans drawn up.

- 2. Overall, how many letters to GPs, or documents, have not been sent out as a result of EPR problems?**

None reported as EPR issues although we occasionally investigate a "missing letter" there is usually an operational cause rather than technical glitch. The Trust have robust monitoring of discharge and clinic letter delivery.

- 3. Please give the date/s when you discovered these letters were not sent?**

N/A

- 4. Overall, how many incidents of potential patient harm have been connected to your EPR system?**

This is not centrally recorded and therefore would take over 18 hours to pull this information.

**Refusal Notice for question(s)** - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

**5. Overall, how many incidents involving EPR at your trust have been declared as “serious harm” or a “serious incident”?**

This is not centrally recorded and therefore would take over 18 hours to pull this information.

**Refusal Notice for question(s)** - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

**6. Overall, how many patient deaths have been connected to EPR?**

This is not centrally recorded and therefore would take over 18 hours to pull this information.

**Refusal Notice for question(s)** - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

**7. How much have you spent on your EPR system overall?**

Summary of the revenue expenditure since 2019/20 for the HIS system:

<b>Financial Year</b>	<b>Expenditure</b>
2019/20	£739,983.82
2020/21	£866,765.30
2021/22	£549,306.08
2022/23	£943,909.86
2023/24 M6	£438,476.28
<b>Total</b>	<b>£3,538,441.34</b>

**8. How much do you anticipate spending on EPR in the next five years?**

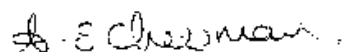
Based on the anticipated expenditure for 2023/24, this would be approximately £4,384,762.80 (subject to inflationary increases)

**9. What is the anticipated cost of running the EPR system at your trust annually?**

Based on the anticipated expenditure for 2023/24, this would be approximately £876,952.56 (subject to inflationary increases)

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Amanda Cheesman  
Deputy Chief Nurse

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111