

Ref: FOI2016/3456
Date Received: 5th September 2016
Response Due: 3rd October 2016

28th September 2016

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

You asked:

Under the Freedom of Information Act 2000 and any subsequent amendments since then I would like to obtain information on the processing of patient data through the Allscripts Electronic Patient Records System.

What I would like you to confirm is whether it is possible to remove data which has either been incorrectly loaded or loaded onto the wrong patient record particularly if this is discovered a considerable time after the initial input.

Data would not be removed from a patient if entered incorrectly, but could be marked as inactive or cancelled due to being entered in error. This enables a full audit trail of what has happened to the record.

I would further like you to confirm that this can be carried out for an individual or a group of patients if required.

This would typically be done on an individual patient basis. In rare cases it may be possible to carry out for a group of patients.

Finally please explain how this would be done to align with audit procedures.

The Allscripts system will be used to supplement the audit procedures. Where audit previously required searching for and then through patients' paper notes, with appropriate electronic queries information for audit can be returned instantly. We can audit users and patients to see what was done and when. If we are told specific information is wrong, by a clinician or medical professional then it would be corrected as in Q1. If the request to change information came from a patient this would then be approved by our Caldicott Guardian before the action outlined in Q1 would be taken.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Chairman: Robert Armstrong
Chief Executive: Andrew Foster CBE

Andrew Foster
Chief Executive

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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, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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