



**Information Governance**

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Ref: FOI2018/4889

Date Received: 28<sup>th</sup> August 2018  
Response Due: 25<sup>th</sup> September 2018

20<sup>th</sup> September 2018

Dear

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

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

You asked:

*1: Does the Trust have a digital order communications and results reporting solution implemented or in the process of being implemented? Yes*

*2: If a digital order communications and results reporting solution is in place or being implemented:*

*2a: Who is the solution provider? Allscripts*

*2b: What was the cost of implementation? Unable to specify as part of large scale EPR programme*

*2c: What is the annual licence/support charge? Unable to specify as part of large scale EPR programme*

*2d: What is the end date of the support contract? EPR contract is valid until September 2024*

*3: If a digital order communications and results reporting solution is not in place:*

*3a: How are orders sent now?*

*3b: How many laboratories does the Trust send to?*

*3c: What is the name of the Lab system and current version of the software?*

*3d: What is the number of orders sent by type?*

*3e: What is the number of orders rejected?*

*3f: What is the average turnaround time by type and Lab?*

*3g: Are service level agreements in place?*

*3h: Is a digital order communications and results reporting solution on the Trust's roadmap?*

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,

A handwritten signature in black ink, appearing to read 'Andrew Foster', written in a cursive style.

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, Wrightington Hospital, Hall Lane, Appley Bridge, 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