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Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Hafren Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/23.R.355

28 November 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 13 October 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds the information that you require.

For ease of reference your request is set out below and our response follows:

Your Freedom of Information (FOI) Request:

I'm researching issues surrounding Electronic Patient Records (EPR) or Electronic Medical Records (EMR).

Please can you answer the following questions, and where possible name the hospitals involved.

1. Do you monitor and log potential patient harms as a result of problems with your Electronic Patient Record (EPR) system?
2. Overall, how many letters to GPs, or documents, have not been sent out as a result of EPR problems?
3. Please give the date/s when you discovered these letters were not sent?
4. Overall, how many incidents of potential patient harm have been connected to your EPR system?
5. Overall, how many incidents involving EPR at your trust have been declared as "serious harm" or a "serious incident"?
6. Overall, how many patient deaths have been connected to EPR?
7. How much have you spent on your EPR system overall?
8. How much do you anticipate spending on EPR in the next five years?
9. What is the anticipated cost of running the EPR system at your trust annually?

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg
Bwrdd Iechyd Addysgu Powys yw enw gweithred Bwrdd Iechyd Lleol
Addysgu Powys



We welcome correspondence in Welsh
Powys Teaching Health Board is the operational name of
Powys Teaching Local Health Board

Clarification:

Please can you confirm the timeframes required for this FOI request.

Clarification received:

We haven't given a specific time frame - mainly because trusts have very different timeframes involving electronic patient records. They are all relatively recent with some trusts only launching their systems this year, others launched up to 10 years ago.

The reason we are saying "overall" is to get a sense of the scale of problems encountered by some trusts:

For instance, Nottingham discovered that their problems with 410,000 unsent letters/documents going back 10 years. But they were discovered all at once - following an investigation.

Other trusts have uncovered problems in the last month - after NHSE asked trusts to check their systems were working.

We know as a result, some trusts discovered several thousands letters were also "in hidden queues" on their systems.

Powys Response:

Q1 PTHB has a system in place for logging and recording all incidents and staff are trained and made aware of their obligations. All staff have access to the incident reporting system, which are investigated for Harm and closed.

Q2& Q3 Due to the rural and sparsely populated nature of Powys, we do not have District General Hospital (DGH) services within the county. Our residents access their acute and specialist services in neighbouring DGH's within Wales and England. Therefore, Powys Teaching Health Board (PTHB) would not have the volume of letters associated with services provided in DGH. PTHB can confirm that we are not aware that this is an issue within our Health Board.

Q4 I can confirm that 2 incidents of potential patient harm have been connected to our EPR system.

Q5 No incidents involving EPR have been declared as serious harm or a serious incident.

Q6 No patient deaths have been linked to issues with EPR.

Q7 £829,504

Q8 £2,750,000 (550k per year)

Q9 £117,000 per annum. NOTE: this is for Community and child health systems only not a full Electronic patient record which is made up of additional systems accessed via a portal. PTHB does not have a single EPR.

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive
Powys Teaching Health Board Headquarters
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff, CF10 2HH
Tel: 029 2067 8400 Fax 029 2067 8399
www.ico.org.uk twitter.com/iconews

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



Pete Hopgood
Director of Finance, Information & IT Services
Deputy Chief Executive