Reference:	FOI.12867.23
Subject:	Electronic Patient Records (EPR)
Date of Request:	13 October 2023

Requested:

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?

Response:

1. Hywel Dda University Health Board (UHB) confirms that it does monitor and record potential patient harms, including any issues with its Electronic Patient Record (EPR) systems, which are recorded on the UHB's DATIX Incident Reporting System.

2. The UHB confirms that upon undertaking a search on its DATIX Incident Reporting System, no incidents have been identified relating to letters to GPs or documents that were not sent out as a result of an EPR issue.

3. Not applicable.

4. The UHB confirms that it has identified one hundred and fifty seven (157) incidents of potential harm, recorded on its DATIX Incident Reporting System, relating to misfiled or incorrect documents being uploaded.

5. & 6. The UHB confirms that upon undertaking a search on its DATIX Incident Reporting System, no incidents have been recorded as 'serious harm', 'serious incident' or patient deaths, relating to an EPR issue.

7. to 9. The UHB does not hold the information requested, as Digital Health and Care Wales (DHCW) builds and designs digital services for health and care across NHS Wales, including EPR systems.

We therefore recommend that you re-direct these parts of your request to the Freedom of Information (FoI) Team in DHCW, who should be able to help you with your enquiry. Contact details are as follows:

DHCW.FOI@wales.nhs.uk or alternatively in writing to: Digital Health and Care Wales, Ty Glan-yr-Afon, 21 Cowbridge Road East, Cardiff, CF11 9AD.