

Reference:	FOI.13813.24
Subject:	Information Communication Technology (ICT) systems
Date of Request:	14 February 2024

Requested:

Please can you complete the questions below:

1. Patient Administration System (used to support patient management, including tracking patients and managing admissions, ward attendances and appointments)
 - a. Does the organisation use a Patient Administration System (PAS)?
If yes, please provide the supplier's name.
 - b. What is the contract end date of the PAS supplier?
2. Electronic Health Record System (a digital record of patient health information)
 - a. Does the organisations use an Electronic Health Record (EHR)? If yes, please provide the supplier's name.
 - b. What is the contract end date of the EHR supplier?
3. Patient Engagement (patient engagement tools refer to systems that enable patients to access personal health information and allows patients to choose to participate in their care)
 - a. Does the organisation use a patient engagement tool? If yes, please provide the supplier's name.
 - b. What is the contract end date of the Patient Engagement supplier?
4. Task Management Functionality

Please tick below which task management functionality currently used at the organisation.

Functionality	Tick if used
Static Task Lists	
Automated Escalation and Allocation of Tasks	

Response:

- 1a. Hywel Dda University Health Board (UHB) confirms that it does use a Patient Administration System (PAS). The system is supplied and managed by Digital Health and Care Wales (DHCW).
- 1b. The UHB does not hold the information requested. We therefore recommend that you re-direct this part 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.

2a. The UHB confirms that it does use an Electronic Health Record (EHR) system. The system is supplied and managed by Digital Health and Care Wales (DHCW).

2b. Please see response to 1b.

3a. The UHB confirms that it does use a Patient Engagement system. The supplier is Patient Knows Best (PKB).

3b. The contract end date for the PKB system is 1 December 2025.

4. The UHB has ticked, within the table below as requested, the task management functionality it currently uses.

Functionality	Tick if used
Static Task Lists	√
Automated Escalation and Allocation of Tasks	√