

<b>Reference:</b>	FOI.13911.24
<b>Subject:</b>	Patient Portal
<b>Date of Request:</b>	29 February 2024

**Requested:**

Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

If yes:

Who is the current provider?

What is the name of the current solution?

What is the start and end date of the contract?

If no:

Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)' If yes, when are you looking to go out to market and by what route?

A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:

View/confirm/cancel/change appointments digitally

View their appointment letters digitally

Send patients SMS reminders of appointments

Complete questionnaires digitally (such as pre/post operative assessments; PROMs/PREMs)

View self help information relating to their care pathway

**Response:**

Hywel Dda University Health Board (UHB) has applied a Section 21 exemption of the Freedom of Information Act 2000 (FoIA) as this information is accessible by another means. The UHB has answered a similar Freedom of Information request, FOI.13164.23 - Clinical systems, which is already within the public domain and is available on our disclosure log.

For ease of reference, please click on the attached link, which will take you directly to the UHB's disclosure log webpage:

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](#)