

<b>Reference:</b>	FOI.8008.22
<b>Subject:</b>	Spend on Information Technology (IT)
<b>Date of Request:</b>	19 January 2022

**Requested:**

1. For the Year 2021-2022 what is your total revenue spend on IT:
  - a. How was this split by the following categories (%)?
  - b. Clinical Systems (including PAS/EPR, Pathology, Radiology, etc)
  - c. People (all staff costs)
  - d. IT Infrastructure (networks, desktops, laptops, etc)
  - e. Non-Clinical Systems (HR, Finance, governance, expenses, etc)
  - f. Other digital health spending (including “new technologies”, video consultations, any AI, etc)
2. For the Year 2020-2021 what was your total revenue spend on IT
  - a. How was this split by the following categories (%)?
  - b. Clinical Systems (including PAS/EPR, Pathology, Radiology, etc)
  - c. People (all staff costs)
  - d. IT Infrastructure (networks, desktops, laptops, etc)
  - e. Non-Clinical Systems (HR, Finance, governance, expenses, etc)
  - f. Other digital health spending (including “new technologies”, video consultations, any AI, etc)
3. If you know what your IT revenue budget will be for 2022-2023, what is this?
4. What is the total IT budget as a % of your total trust spend for 2021-2022
  - a. What is your total capital spend on IT for 2021-2022
  - b. What is the total IT budget as a % of your total capital spend for 2021-2022
5. In terms of Patient Facing Services, do you have/offer any of the following:
  - a. Video Consultations?
  - b. Online Consultations?
  - c. Online Appointment Booking for Patients (outside eRS)?
  - d. Personal Health Record/Person Held Record (PHR)?
6. Who is the supplier of your Patient Facing Services? If more than one supplier, please state which of the 4 areas above each supplier covers.
  - a. How much did you spend on these patient facing services in 2020-2021?
  - b. What percentage of total outpatient appointments were delivered using Video Consultations?

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with the information exactly as requested for questions 1 to 4, as it is estimated that the cost of answering your request would exceed the “appropriate level” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The “appropriate level” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the information requested, the UHB would need to undertake a manual interrogation of each transaction to identify the supplier and system, which in turn would identify whether the system was clinical, non-clinical or other digital expenditure.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under section 16 of the FoIA, we are required, as a public authority, to provide advice and assistance so far as it is reasonable, to individuals who have made a request under FoIA and therefore, the UHB provides the information requested below; the expenditure for parts b, e and f of each question has been provided as one figure in response to question e.

1a. The percentage split for each of the categories cannot be provided, as this information is not held by the UHB.

1b. The UHB is unable to provide this information individually; provided as part of response to 1e, section 12 exemption applied.

1c. The UHB's year to date expenditure at 31 January 2022 for IT staff costs was £5,593,138.

1d. The UHB's year to date expenditure at 31 January 2022 for IT infrastructure was £34,511. Please note laptop, desktop and other infrastructure equipment costs are included in the capital figure below as these are not treated as revenue expenditure.

1e. The UHB's year to date expenditure on clinical, non-clinical and other digital health spending as at 31 January 2022 was £3,313,255.

1f. The UHB is unable to provide this information individually; provided as part of response to 1e, section 12 exemption applied.

2a. The percentage split for each of the categories cannot be provided, as this information is not held by the UHB.

2b. The UHB is unable to provide this information individually; provided as part of response to 2e, section 12 exemption applied.

2c. The UHB's expenditure on IT staff costs during the 2020/21 financial year was £4,879,258.

2d. The UHB's expenditure on IT infrastructure during the 2020/21 financial year was £94,205. Please note laptop, desktop and other infrastructure equipment costs are included in the capital figure below as these are not treated as revenue expenditure.

2e. The UHB's expenditure on clinical, non-clinical and other digital health spending during the 2020/21 financial year was £3,349,537.

2f. The UHB is unable to provide this information individually; provided as part of response to 2e, section 12 exemption applied.

3. The UHB is unable to confirm the IT revenue budget for the 2022/23 financial year, as this information is yet to be confirmed or ratified by the Board.

4a. The UHB's total planned capital spending for the 2021/22 financial year as at 14 February 2022 is £4.635million.

4b. 7.74% of the UHB's total Capital Resource Allocation for the 2021/22 financial year has been allocated to the IT capital budget.

5a. The UHB confirms that for patient facing services, it does offer and provide video consultations.

5b. The UHB confirms that for patient facing services, it does offer and provide online consultations.

- 5c. The UHB confirms that for patient facing services, it provides online appointment bookings for COVID-19 vaccinations and phlebotomy only.
- 5d. The UHB confirms that for patient facing services, it does offer and provide Personal Health Record (PHR).
6. The UHB provides, within the table below, the suppliers of its patient facing services systems.

<b>System</b>	<b>Supplier</b>
Video consultations	Attend Anywhere
Online appointments	Internally developed system
PHR	Patients Know Best

- 6a. The UHB confirms that it has a three (3) year contract for its patient facing systems, at a cost of £160,500.00.
- 6b. The UHB does not hold this information. However, the percentage of virtual consultations delivered by phone and video was 31%.