

## **FOI 0349 2025 Response Approval**

To Whom It May Concern,

I am Gareth Bilton, a PhD student exploring the adoption of digital technology within the NHS.

I am writing under the Freedom of Information Act (2000) to please request the following information regarding your Trust's **patient portal**, also known as a **Patient Engagement Portal (PEP)**.

### General Information

1. Does your Trust have a PEP?

Yes

- If no, do you plan to have one?

N/A

2. What is the name of your PEP product?

Personal Community provided by InterSystems

2. What year did your PEP go live?

2025

### Staff Training and Support

4. Did staff receive formal training on using the PEP during implementation?

Yes

- If yes, was this mandatory?

No and is on-going

5. Do staff receive formal ongoing training on the PEP?

No

- If yes, is this mandatory?

N/A

6. Which job role and/or department provides support for staff using the PEP?

Programme Management Office however, this will be transferring to ICT and the ICT Training Team.

7. Is it mandatory for staff to use the PEP?

No

#### Implementation and Management

8. Which team led the PEP implementation process?

Programme Management Office

9. Did your Trust have a formal implementation strategy or project plan for the PEP?

Yes

10. Does your Trust have dedicated Project Management support for digital transformation?

Yes

If yes, please provide the job title

Programme Manager

11. Does your Trust have any ring-fenced funding to support digital transformation?

Yes

12. Does your Trust have a designated board-level role with responsibility for digital strategy?

No

- If yes, please provide the job title

N/A

13. Do you have a dedicated team solely working on the PEP?

No

- If yes, how many members of staff work on this team?

N/A

#### PEP Functionality

14. From the following list, please tick which PEP functionalities are:

- Live currently
- Due to be implemented in the next 12 months

	Live	12 Mths
Notifications such as appointment confirmation and reminders		✓
Appointment scheduling/rescheduling		
Digital letters	✓	
Test results		
Asynchronous messaging		
Forms for patients to complete via the portal such as PROMs, PREMs, pre and post-operative forms etc		✓
Patient-initiated follow-up (PIFU)		
Wait list validation		
Use of Artificial Intelligence		

#### Usage Data

15. How many staff have logged on to the PEP in the last 6 months

N/A – not recorded

16. Please provide a breakdown of the staff groups who have logged on to the PEP in the last 6 months, shown as percentages:

N/A – not recorded