Dear informatics lead, please can you provide a response to the following questions:

Section 1:

1. What are the core patient administration system(s) used by your organisation?

Cleric CAD and EPCR

2. Do you have a data warehouse solution in place to extract, transform and load data from your patient administration system(s) into a central repository for secondary use?

Yes

3. What systems/software/programmes/applications does your informatics teams use to:
    a. Manage workload, incorporating receiving requests internally and externally, managing work in progress and communicating to customers through to task/product completion?

Internally developed request system

    b. Provide regularly available information to customers, including patient data, reports, dashboards, scorecards and other visual representations of data?

FOIA 2000; S. 38(1b) exemption – Safety of the individual.
The Trust confirms that systems are employed to manage this provision. Further detail about said systems will not be revealed in the interest of maintaining safety of those groups whose data is processed, particularly in the interest of minimising risk of cyber incursion or other malicious attack.

    c. Analyse data, including descriptive, diagnostic, predictive and prescriptive analysis (as defined in table 1 below).

FOIA 2000; S. 38(1b) exemption – Safety of the individual.
The Trust confirms that systems are employed to manage this provision. Further detail about said systems will not be revealed in the interest of maintaining safety of those groups whose data is processed, particularly in the interest of minimising risk of cyber incursion or other malicious attack.

Table 1 *Types of analysis, adapted from Gibson (2021)*

Descriptive analysis	This is the simplest and most common use of data in business today. Descriptive analysis answers the "what happened" by summarizing past data, usually in the form of dashboards. The biggest use of descriptive analysis in business is to track Key Performance Indicators (KPIs).
Diagnostic analysis	Diagnostic analysis takes the insights found from descriptive analytics and drills down to find the causes of those outcomes. Organizations make use of this type of analytics as it creates more connections between data and identifies patterns of behaviour.
Predictive analysis	Predictive analysis uses the data we have summarized to make logical predictions of the outcomes of events. This analysis relies on statistical modelling, which requires added technology and manpower to forecast. It is also important to understand that forecasting is only an estimate; the accuracy of predictions relies on quality and detailed data.
Prescriptive analysis	Prescriptive analysis utilizes state of the art technology and data practices, such as Artificial Intelligence (AI) systems to consume a large amount of data to continuously learn and use this information to make informed decisions, communicating these decisions and even putting those decisions into action.

For the next section of questions, please provide an answer for each system included in response to question 3 (i.e. for parts a, b & c). A matrix has been provided for convenience.

	3a	3b	3c
4. How long have these systems been in place/used for?	***1<2 years***	***5<10 years***	***5<10 years***
5. What are the annual costs to use these systems?	***0***	***£135K +VAT approx.***	***£187K +VAT approx.***
6. Were there any initial set up costs to implement these systems? Is so what costs were incurred?	***None***	***None***	***None***
7. Have these systems been assessed for their return on investment? If so, what was the outcome?	***No***	***No***	***No***
8. Do you intend to continue to use these technological solutions in the next 3-5 years? If not, what other solutions are you considering?	***Yes***	***Yes***	***Yes***

Section 2:

9. On average (excluding Freedom of Information requests), how many requests in total do you receive per week or month from both internal and external colleagues/customers for:
    a. Information provision ***10<20***
    b. Regular reports ***1<10***
    c. Analysis ***1<10***

10. On average (excluding Freedom of Information requests), how long does it take from a request being received to completion (i.e. turnaround/process time) for:
    a. Information provision ***0<1 day***
    b. Regular reports ***2<5 days***
    c. Analysis ***15<20 days***

11. How many staff (whole time equivalents) are employed in any capacity to service these types of requests?
    a. Information provision Choose an item. or comment here ***Collective provision of 15 WTE for all three areas***
    b. Regular reports Choose an item. or comment here ***as per 11a***
    c. Analysis Choose an item. or comment here ***as per 11a***

12. Do you use business intelligence cubes / OLAP (Online Analytical Processing) cubes to standardise, consolidate or aggregate relevant data for fast and efficient analysis?

    Yes

    Have you implemented or experimented with the use of artificial intelligence or machine learning?

    Yes

    a. If so, what has this been used for? ***Activity, resource and performance forecasting. Risk stratification***
    b. How often is this type of analysis conducted? ***Automated – Daily***

13. Would you be willing to provide more information and discuss these points on a one-to-one basis? If so, please can you provide your details below:

This request is declined, with thanks.

Table 2 *Contact details*

Name:	Click here to enter text.
Job title:	Click here to enter text.
Email address:	Click here to enter text.
Phone number:	Click here to enter text.

14. Do you have any other comments you would like to add?

No further comment to add.

References

Gibson, P (2021). *Types of Data Analysis*. Available from: https://chartio.com/learn/data-analytics/types-of-data-analysis/ (Accessed 19/09/2023)