

Dear

FREEDOM OF INFORMATION – IT SYSTEMS

I write in response to your request for information in relation to IT systems within NHS Lothian.

Question:

- Please provide the names of the below IT systems utilised by the trust where applicable.

Answer:

Referral Management	Please detail the system utilised by the Trust
Patient wait-list record/ management system/ information system	Trak
Out-patient Clinic Scheduler System	Trak
Pre-anaesthetic Check Scheduler System	Trak
Operation Theatre Scheduler System	Trak
Telephony/ IVR/ EPABX system	One Cloud Cisco (OCC) VoIP - and BT Contact Centre Next Generation (CCng)
Out-patient queuing/ management system	Trak
SMS/ Email notification system	BT
Referral Management system	Trak
Radiology Department	
Patient wait-list record/ management system/ information system	Trak
Out-patient procedure Scheduler System	Trak
Pre-anaesthetic work-up Scheduler System	Trak
In-patient procedure Scheduler System	Trak
Referral Management system	Trak
Telephony/ IVR/ EPABX system	One Cloud Cisco (OCC) VoIP - and BT Contact Centre Next Generation (CCng)
Out-patient queuing/ management system	Trak
SMS/ Email notification system	BT

Blood tests / Phlebotomy (Laboratory)	
Patient wait-list record/ management system/ information system	Trak
Out-patient procedure Scheduler System	Trak
Pre-anaesthetic work-up Scheduler System	Trak
In-patient procedure Scheduler System	Trak
Referral Management system	Trak
Telephony/ IVR/ EPABX system	One Cloud Cisco (OCC) VoIP - and BT Contact Centre Next Generation (CCng)
Out-patient queuing/ management system	Trak
SMS/ Email notification system	BT
Other Diagnostics (Endoscopy, etc.)	
Patient wait-list record/ management system/ information system	Trak
Out-patient procedure Scheduler System	Trak
Pre-anaesthetic work-up Scheduler System	Trak
In-patient procedure Scheduler System	Trak
Referral Management system	Trak
Telephony/ IVR/ EPABX system	One Cloud Cisco (OCC) VoIP - and BT Contact Centre Next Generation (CCng)
Out-patient queuing/ management system	Trak
SMS/ Email notification system	BT
Nursing Services	
Referral Management system	Trak
Patient wait-list record/ management system/ information system	Trak
Out-patient procedure Scheduler System	Trak
Pre-anaesthetic work-up Scheduler System	Trak
In-patient procedure Scheduler System	Trak
Telephony/ IVR/ EPABX system	One Cloud Cisco (OCC) VoIP - and BT Contact Centre Next Generation (CCng)
Out-patient queuing/ management system	Trak
SMS/ Email notification system	BT

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply

within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
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Cc: Chief Executive