

Ref. No: 2131
Date: 24th October 2025
Subject: Patient Engagement Portal

REQUEST

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 / No
 - If no, do you plan to have one? _____
2. What is the name of your PEP product?

3. What year did your PEP go live? _____

Staff Training and Support

4. Did staff receive formal training on using the PEP during implementation? Yes
 - If yes, was this mandatory? Yes _____
5. Do staff receive formal ongoing training on the PEP? Yes / No
 - If yes, is this mandatory? _____
6. Which job role and/or department provides support for staff using the PEP?

7. Is it mandatory for staff to use the PEP? Yes / No

Implementation and Management

8. Which team led the PEP implementation process?

9. Did your Trust have a formal implementation strategy or project plan for the PEP? Yes / No

10. Does your Trust have dedicated Project Management support for digital transformation? Yes / No

- If yes, please provide the job title

11. Does your Trust have any ring-fenced funding to support digital transformation? Yes / No

12. Does your Trust have a designated board-level role with responsibility for digital strategy? Yes / No

- If yes, please provide the job title

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

Yes / No

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

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

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

For example: 60% Administrative, 20% Clinical, 10% IT Support, 10% management.

RESPONSE

General Information

1. Does your Trust have a PEP? Yes
2. What is the name of your PEP product? Netcall Patient Hub
3. What year did your PEP go live? _____
Waiting List Validation 2023, Letters and Appointments 2024.

Staff Training and Support

4. Did staff receive formal training on using the PEP during implementation? Yes / No
 - If yes, was this mandatory? Yes
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? Clinical System Application Specialist provides the primary support and management of the system, this role sits within IT.
7. Is it mandatory for staff to use the PEP? No

Implementation and Management

8. Which team led the PEP implementation process? Project was led by the Digital Services team, project delivery function.
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 There is a project management office with a mix of project management, project support and business change management.
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? **Yes**

- If yes, please provide the job title: **Director of Informatics**

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

Usage Data

15. How many staff have logged on to the PEP in the last 6 months
38

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

For example: 60% Administrative, 20% Clinical, 10% IT Support, 10% management.

100% are Administrative staff.