

Ref. No: 2341
Date: 04/02/26
Subject: Risk management, compliance, and patient engagement IT systems

REQUEST

I am writing to you under the Freedom of Information Act 2000 to request information regarding your use of risk management, compliance, and patient engagement IT systems.

For **each** of the system types listed below, please provide the information requested where held. Where precise figures cannot be disclosed due to commercial sensitivity, please provide **best estimates, cost bands, or confirmation where possible**, in line with FOI guidance.

For each system, please confirm:

- Supplier name
- Contract term (months), if known
- Contract expiry date, if known
- Contract value **or** approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)

System areas requested

1. Incident and Risk Management System
2. Quality and Compliance Management System
3. Digital Patient Consent System
4. Patient Experience System (PREMs)
5. Patient Outcomes System (PROMs)

If multiple systems are used within any category, please provide details for each where available.

If any part of this request is considered exempt under Section 43 (Commercial Interests), I would be grateful if you could still provide:

- Non-exempt elements of the request, and
- An indication of whether the Trust holds the information, even if it cannot be disclosed in full.

RESPONSE

Information which is publicly available

The Trust publishes contract information in accordance with applicable procurement legislation. This includes, but is not limited to, Public Contracts Regulations 2015; Procurement Act 2023 and Health Care Services (Provider Selection Regime) Regulations 2023. Contract information published in accordance with requirements of legislation includes contract details, supplier name, value, term, procurement route etc.

Publication locations include Official Journal of the European Union (<https://ted.europa.eu/en/>) for some older notices and Contracts Finder (<https://www.gov.uk/contracts-finder>) Find a Tender Service (<https://www.find-tender.service.gov.uk/Search>). Procurement pipeline information will be published in accordance with legislation.

Additionally, the Trust goes beyond the legal requirements and publishes extracts of its contracts register, periodically, on its public website. (<https://sthk.merseywestlancs.nhs.uk/our-services?service=36>)

Publication information includes, but is not limited to, contract descriptions, start and end dates, extension options, procurement routes, supplier details and contract values.

Therefore, the majority of detail in your request is currently publicly available. This means that section 21 of Freedom of Information Act applies.

Alternatively, the Trust updates information as and when more information becomes available, including new contracts being let.

Information which will be made publicly available

Alternatively, information will be made publicly available as more contracts are advertised and awarded on Find a Tender Service and our contracts register on the website is updated. Therefore, section 22 of the Freedom of Information Act applies.