

Ref. No: 2441
Date: 19/03/26
Subject: TPP

REQUEST & RESPONSE

INFORMATION REQUESTED

1. PERFORMANCE AND INCIDENTS

Please provide:

(a) The number of P1 (critical) and P2 (major) incidents formally raised with TPP by your Trust since 1 January 2022, categorised by year;

None

(b) Whether any of those incidents resulted in patient safety concerns being formally recorded, and if so, how many;

N/A

(c) Whether your Trust has ever invoked, or formally considered invoking, any contractual penalty, service credit, or remediation clause against TPP, and if so, the outcome.

None

2. GOVERNANCE

Please provide:

(a) Whether your Trust conducted any review of its relationship with TPP following press coverage in March 2024 regarding founder Frank Hester;

No

(b) Whether any board paper, executive briefing, or governance record was produced in connection with such a review, and if so, the title and date of that document (I do not request the full document at this stage, only confirmation of its existence).

None

Note that the SystemOne application contracted by Mersey and West Lancs Teaching Hospitals is only deployed in the Emergency Department to receive referrals from NHS 111. This contract was ceased in October 2025.

SCOPE CLARIFICATION

TPP's product may be referenced in records as "SystemOne", "System1", "TPP", or "The Phoenix Partnership". I am willing to accept information in redacted form where specific exemptions apply to individual passages, provided each redaction is identified and the applicable exemption cited. I ask that you do not withhold entire documents where only portions are exempt.