

26/04/2021

Dear Requester,

**FOI 391**

Thank you for your Freedom of Information request which was received within the Trust.  
Please note, this is a cross-site response for Bedford site and Luton site.

1. What have you done in the past 2 years with regard to the NHS Improvement Model Health System?

Each individual Service Manager, General Manager and Lead Clinician is encouraged to review to the NHS Improvement Model Health System as part of their day-to-day work. This is reinforced by questions at the regular service line performance meetings (with Execs) and formally annually during budget setting (where they are asked to review for efficiency opportunities)

2. What is the scope of your roadmap for the coming 2 years for the NHS Improvement Model Health System?

Ongoing development of usage as detailed under 1

3. Have any third-parties been involved or are currently involved in the Model Health System work within your trust?

No

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: [dataprotectionofficer@ldh.nhs.uk](mailto:dataprotectionofficer@ldh.nhs.uk). This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust