

03/02/2022

Dear Requester,

FOI 1097

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.

You asked:

Please enter 'No System Installed' under supplier name if your trust does not use the system:

System type - **Patient Portal**

Supplier name – **No System Installed**

System name -

Date installed -

Contract expiration -

Notes - e.g. we are currently out to tender

Is this contract annually renewed? - Yes/No

Do you currently have plans to replace this system? - Yes/No

System type - **Patient Access Portal**

Supplier name – **No System Installed**

System name -

Date installed -

Contract expiration -

Notes - e.g. we are currently out to tender

Is this contract annually renewed? - Yes/No

Do you currently have plans to replace this system? - Yes/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. 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

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust