



FOI 2058

Date 11/04/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. **Do you use an Integration Engine (IE) within your IT Estate?**
 - a. **If the answer is, yes, please provide the name of the software product used**
Intersystems HealthShare Health Connect
 - b. **What systems are integrated to the IE? Please provide the product name. For example, *CareFlow Electronic Prescribing and Medicines Administration***
Major systems include:
iPM PAS
NerveCentre
MedChart
ICE
Winpath
Evolve
Medviewer
Viper 360
CMiS Maternity
EMIS – Symphony
Bighand
2. **Please provide details of whether you use Internal or External resource for developing integrations.**
 - a. **If an external resource is used, please provide details of how new developments are priced within the contract. For example, number of days x day rate, fixed price, case by case**
Both internal and external, external is quoted in terms of effort required and a fixed price.
 - b. **If an external resource is used, what is the term of the contract and when does it end?**
Case by case basis, fixed price book.
3. **Please provide details of whether you use Internal or External resources for managing and maintaining integrations.**
 - a. **If an external contract is used, please provide details of the contract provision (i.e. maintain, incident management, support etc) the term of the contract (start date & end date) and the contract value.**
We have a support contract with ReStart consulting Ltd until 31st March 2025, this includes support and maintenance of the TIE. Commercially sensitive information relating to the trust's spend on the above has not been disclosed here as we consider that Section 43 (2) 'prejudice to the commercial interests of any party' of the FOI act is



engaged. Disclosure of this information could distort competition between other providers and result in less competitive quotes. The likely consequence of this would be an increased cost to the trust. We have considered how the public interest might apply, and although recognising that there is a strong public interest in openness, there is a greater public interest in ensuring an ability to obtain best value for money.

4. How many new integrations have been commissioned with external resources over the last two Financial years (FY 21/22 & FY 22/23).

21/22 - New integration projects approximately 12 – Depending on the project, the level of involvement of internal resources may increase or decrease to meet demand

22/23 - New integration projects approximately 20 - Depending on the project, the level of involvement of internal resources may increase or decrease to meet demand

5. How much did your organisation spend on integration developments by external resources in the last two Financial Years (FY 21/22 & FY 22/23)?

Commercially sensitive information relating to the trust’s spend on the above has not been disclosed here as we consider that Section 43 (2) ‘prejudice to the commercial interests of any party’ of the FOI act is engaged. Disclosure of this information could distort competition between other providers and result in less competitive quotes. The likely consequence of this would be an increased cost to the trust. We have considered how the public interest might apply, and although recognising that there is a strong public interest in openness, there is a greater public interest in ensuring an ability to obtain best value for money.

6. For the quantum of integrations identified in question 4, please provide a sense of scale as to whether the development effort was Small, Medium or Large. As a rough guide, development effort is estimated as:

Approximately 80% of all project sit in the medium category, the remainder sit in the large category

Small	< 12 days
Medium	>=12 & < 25 days
Large	>= 25 days

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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