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Freedom of Information Request – Ref: FOI136-1819

Thank you for your recent Freedom of Information request about the Trust's digital order communications solutions. Please find the Trust's response below.

1. Does the Trust have a digital order communications and results reporting solution implemented or in the process of being implemented? **Yes**
2. If a digital order communications and results reporting solution is in place or being implemented:
 - 2a: Who is the solution provider?
The current order communications system is managed by Gloucestershire Hospitals NHS Foundation Trust through an SLA.
 - 2b: What was the cost of implementation?
The Trust does not hold this information, please contact GHNHSFT <https://foi.glosnhs.net/secureforms/InformationRequestForm/>
 - 2c: What is the annual licence/support charge? **See 2b above**
 - 2d: What is the end date of the support contract? **See 2b above**
3. If a digital order communications and results reporting solution is not in place: **N/A**
 - 3a: How are orders sent now?
 - 3b: How many laboratories does the Trust send to?
 - 3c: What is the name of the Lab system and current version of the software?
 - 3d: What is the number of orders sent by type?
 - 3e: What is the number of orders rejected?
 - 3f: What is the average turnaround time by type and Lab?
 - 3g: Are service level agreements in place?
 - 3h: Is a digital order communications and results reporting solution on the Trust's roadmap?

Yours sincerely,

Lisa Evans

LISA EVANS
Information Governance Officer
2gether NHS Foundation Trust

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