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1 February 2018

## Freedom of Information Request – Ref: FOI 256-1718

Thank you for your recent Freedom of Information request about technology complaints. Please find the Trust's response below.

I would like to request access to the following information, including any data from the past five years:

- Any complaints or escalations from each trust across the UK relating to technology. Including new technology being introduced (iPads etc.) as well as complaints about the internal computer systems. I would like this information broken down by hospital or other location (e.g. ambulance dispatch centre or community area), and would like the details of each the complaint. **None recorded.**
- If the above has an impact on the A&E department, I would like that detailed separately. **Not applicable to this Trust.**
- Any information that is submitted internally relating to complaints about technology. **No information as no complaints recorded.**
- Information about any tech trials your trust has been a part of, including smart watches, iPads etc. and any feedback you have had on these. **No Tech Trials have taken place in recent years.**
- Any instances of periods of time where hospitals are unable to function normally because of issues with the IT systems. Including details of the trust and time it took to fix the issue  
**The only major incident for this Trust during 2017 was between 12:45 on 14<sup>th</sup> November and 19:33 on 15<sup>th</sup> November, when IT Services were unavailable across the trust's Herefordshire estate. The issue was caused, initially by a power failure at Herefordshire Council's data centre where our Herefordshire-Gloucestershire link terminates. After the power was restored some items of network equipment failed to come back into service successfully and led to a more prolonged outage.**
- Results of the employee survey for the past 2 years, including any mentions of frustrations around technology.  
**The most recent (2017) staff survey has not been published yet, expected early March 2018. The staff survey results from the last 2 years can be found at [nhsstaffsurveys.com](http://nhsstaffsurveys.com). However there is no direct question about IT.**

I would also like information on:

- Information on the computer systems and operating systems that are currently being used in each trust  
**2gether NHS Trust's server estate is predominantly Fujitsu and Dell. We have four Fujitsu Primergy Cluster in box platforms supporting our application and file-share requirements. These platforms run Microsoft Hyper-V virtual environment in a Microsoft Windows Server 2012R2**

**environment. Dell servers are used for back-up purposes and to support Microsoft SQL databases. These are also running Microsoft Windows Server 2012R2. Our employees predominantly use laptops, almost all are Toshiba. We have a few hundred desktop computers and almost all of these are Viglen computers. All of these are running Windows 7.**

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch  
Assistant Trust Secretary,  
2gether NHS Foundation Trust  
Rikenel  
Montpellier  
GLOUCESTER GL1 1LY  
Tel: 01452 894165  
E-mail: [anna.hilditch@nhs.net](mailto:anna.hilditch@nhs.net)

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

*Lisa Evans*

**LISA EVANS**  
**Information Governance Officer**  
**2gether NHS Foundation Trust**

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.