

Ref no: 646080217  
From: Member of the public  
Date: 08/02/17  
Subject: EDMS

## REQUEST

I would like to make the following request with request of the Trusts EDMS under the Freedom of Information Act.

Please supply the number of complaints made about the EDMS system broken down by number of complaints made for each calendar year from 2009 to 2016

## RESPONSE

1. There is no specific field within the Datix Patient Experience module to record specific complaints regarding the EDMS system.

In order to determine the number of complaints made about the EDMS system we have undertaken a search of the complaints recorded against the Informatics/Health Records Department and the results are as follows:-

2009	Under section 12 of the Freedom of Information Act St Helens & Knowsley Teaching Hospitals Trust does not have to comply with a request if we estimate that the cost of complying with your request would exceed the appropriate limit of £450. The appropriate limit has been specified in regulations. This represents the estimated cost of one person spending 2½ working days in answering this question as the data is not available due to change of database software and hard copies are archived.
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	<p>Each individual complaint would need to be read to identify the content.</p> <p>So in accordance with section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing your request further.</p>
2010	<p>Under section 12 of the Freedom of Information Act St Helens &amp; Knowsley Teaching Hospitals Trust does not have to comply with a request if we estimate that the cost of complying with your request would exceed the appropriate limit of £450. The appropriate limit has been specified in regulations. This represents the estimated cost of one person spending 2½ working days in answering this question as the data is not available due to change of database software and hard copies are archived. Each individual complaint would need to be read to identify the content.</p> <p>So in accordance with section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing your request further.</p>
2011	1
2012	0
2013	0
2014	0
2015	0
2016	0
<b>Total</b>	<b>1</b>