



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

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Date: 28 June 2021

**Re: Freedom of Information Request**  
**Ref: 153-2021**

Thank you for your email dated the 29<sup>th</sup> May 2021, requesting information in relation to software systems.

The information that you require is as follows:

**Please can you confirm what system you currently use for the below and whether there are current plans to change them:**

- **Risk Assessment and Management**
- **Incident Report**
- **Safety Alert Reporting**
- **Claims**
- **Complaints**
- **PALs Queries**
- **Mortality and/or Medical Examiner Reviews**
- **Audit**
- **CQC and/or External Reviews**
- **Action Plans**

The Trust uses the Datix risk management system. Currently we are in the process of changing from Datix web to the upgraded Datix cloud IQ. Therefore, the majority of the modules are split across the 2 systems as follows:

**DatixWeb**

**Risk assessment and management**  
**Incident reporting**  
**Claims**  
**Action plans**

**DatixCloudIQ**

**Safety alert reporting**

**Complaints**  
**PALS queries**  
**Action plans**

**The remaining items are stored and recorded as follows:**

**CQC and/or External Reviews - These are currently not stored in a risk management system and are saved separately.**

**Mortality and/or Medical Examiner Reviews - We currently use our own in-house excel spreadsheet for our Mortality Review process. We are in the process of testing the DatixCloudIQ Mortality module.**

**Audits - We currently use our own in-house built access database for our clinical audit process and a spreadsheet for our process audit plan.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

**<https://www.surveymonkey.co.uk/r/H39RFMM>**