NHS

**The Clatterbridge
Cancer Centre**

NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 28 August 2018

Re: Freedom of Information Request
Ref: 169-2018

Thank you for your email dated 31st July 2018, requesting various information in relation to computers.

The information that you require is as follows:

1. How many computers in total do you have across your entire Trust?

1200

2. How many of your computers are currently running Windows XP or Windows 7 software?

1190 (All Windows 7) A programme is in place to roll out Windows 10.

3. How many of your computers are currently running Windows 10 software?

10

4. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) have computers across your Trust crashed and required rebooting. Please provide a best estimate if precise data is not collated.

Users will not generally contact the service desk for a computer crash and will reboot themselves. If this fails then the service desk do not log the call as a crash so this data cannot be collated

5. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) has your IT Department been contacted because of any

computer problems across your Trust? Please provide a best estimate if precise data is not collated.

==The service desk is contacted on a daily basis for all types of software, hardware and application issues. The number of calls averages at 70 per day with up to 10 related to computer issues. However these could just be a simple log in / password reset. The software does not specifically categorise the information required therefore information is not held at this level of detail.==

6.   For each of the calendar years 2015, 2016, 2017 and 2018 (Year to Date) what is the longest time a computer was broken/remained unfixed and therefore was not used by staff anywhere across your Trust?

==This data is not collated by the service desk system as we provide a hot swap service for laptops and PC's.==

7.   Please list any incidents of patients coming to harm, because of a fault related to an IT system failure.

==No incidents reported==

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