



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 4 January 2019

**Re: Freedom of Information Request**  
**Ref: 262-2018**

Thank you for your email dated 5<sup>th</sup> December 2018 requesting information in regards to incident systems.

The information that you require is as follows:

- 1. Does your Trust use an electronic system to record and manage clinical and non-clinical incidents including patient safety incidents?**  
**Yes**
- 2. If yes to question 1, what is the name of the system you use to record and manage clinical and non-clinical incidents within the Trust?**  
**Datix**
- 3. In relation to the system named in question 2, do you use the system for any other functions other than the reporting and management of incidents?**  
**Yes**
- 4. If yes to question 3, could you please detail what additional functions the system is used for (i.e. complaints management and risk management)?**  
**Risk Register**  
**Claims**  
**Complaints**  
**PALS**
- 5. Could you please provide the cost of the system named in question 2 for the last financial year (2017/18)?**  
**£22,093**

**6. If possible, could you please provide the cost of the system named in question 2 for the last 5 financial years?**

**Please note, prior to 2015/16 the Trust used a paper based system.**

<b>2015/16</b>	<b>£22,497</b>
<b>2016/17</b>	<b>£21,040</b>
<b>2017/18</b>	<b>£22,093</b>

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>**