Oxford Health NHS
NHS Foundation Trust

Information Governance
White Building
Littlemore Mental Health Centre
Sandford Road
Littlemore
Oxford
OX4 4XN

Tel: 0845 219 1269
Fax: 0845 219 1275
Web: www.oxfordhealth.nhs.uk

Date
Reference no.18190399

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 28th January making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request:

I have noticed that your Advanced CareNotes system is expiring in 2019-03-31.

May I ask if the system above have a new contract expiration date and are they annually renewed?

Please let me know if they are still in use and if not, what supplier systems have replaced them.

Response:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance