



Freedom of Information Team
De La Court House
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Date: 14/02/2022

Ref: 21-22 501

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 04/01/2022. Please see responses to your requests below.

We are currently updating data on your trust's Patient Portal / Patient Access Portal systems. Can you please complete the fields below with what you currently hold?

Please enter 'No System Installed' under supplier name if your trust does not use the system:

Supplier Name

Healthcare Communications UK Ltd.

System Name

Patient Portal: Appointment Management and Envoy Messenger.

Date Installed

The system was installed in 2011.

Contract Expiration

The contract is due to expire on 31/07/2022.

Is this contract annually renewed?

The contract was most recently extended by 12 months but usually is renewed on a multi-year basis.

Do you currently have plans to replace this system?

No, the Trust has no plans to replace this system.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team