

Freedom of Information Request	FOI 23-534	December 2023
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## Your request

You requested the following:

I'm researching issues surrounding Electronic Patient Records (EPR) or Electronic Medical Records (EMR). Please can you answer the following questions, and where possible name the hospitals involved.

1. Do you monitor and log potential patient harms as a result of problems with your Electronic Patient Record (EPR) system?
2. Overall, how many letters to GPs, or documents, have not been sent out as a result of EPR problems?
3. Please give the date/s when you discovered these letters were not sent?
4. Overall, how many incidents of potential patient harm have been connected to your EPR system?
5. Overall, how many incidents involving EPR at your trust have been declared as "serious harm" or a "serious incident"?
6. Overall, how many patient deaths have been connected to EPR?
7. How much have you spent on your EPR system overall?
8. How much do you anticipate spending on EPR in the next five years?
9. What is the anticipated cost of running the EPR system at your trust annually?

## Our response

1. Yes
2. Zero
3. N/A
4. Zero
5. Since December 2021, there have been no serious harm caused to a patient as a direct consequence associated with EPR. There have been 2 incidents classed as 'serious' which involved the EPR being unavailable as a consequence of a broader network outage across the hospital estate.
6. Zero
7. We are unable to release information it is likely to prejudice the commercial interests of the contractors and the Health Board. This is in accordance with section 43(2) of the Freedom of Information Act 2000 (FOIA), which is not an exemption that requires us to consider the application of the public interest test.
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9. Estimated annual budget for EPR is £1.1 million.