

**Quality and Governance Service**

Wirral Community NHS Trust

Wing 5, 1<sup>st</sup> Floor

St Catherine's Health Centre

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Birkenhead

Wirral

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**Our Ref:** CTFOI-746

26<sup>th</sup> April 2017

**Re: Freedom of Information Request**

**Original Request**

Can you please explain what system/s your organisation uses to manage Freedom of Information requests?

Can you please provide the name of any solution/s used and also provide the date when your contract for this/these either expires or is up for renewal?

Additionally could you please confirm the annual costs incurred for using the aforementioned solution?

**Our Response**

Within Wirral Community NHS Foundation Trust we do not have a bespoke system to manage Freedom of Information (FOI) requests. The Trust uses our existing risk and incident management system called Datix. This is an annual rolling contract. There is no additional charge from Datix for us to manage FOI request through the system.

I trust this satisfies your request for information under the Freedom of Information Act.

Yours Sincerely

Mark Greatrex  
Director of Finance & Resources and Deputy Chief Executive Officer