

26 November 2014

Dear

**Freedom of Information Act Request**

**Original Request:**

Under the Freedom of Information Act of 2007, I would like to know about the EMIS computerised system used in the Out of Hours department.

Does the doctor that sees the patient have a record on screen of all conversations verbatim with both the initial call handler, the patient and the doctor that spoke with the patient prior to attendance at the Out of Hours.

In addition, I would like to know if it is possible to obtain a print screen of what a doctor at the Out of Hours might have seen on his screen regarding information relating to a patient in attendance on 28 March 2009.

**Our Response:**

Following your FOI request to Wirral Community NHS Trust, please find below the information requested.

The Patient Administration System used in the Out of Hours department is ADA STRA. When a patient contacts Out of Hours a unique case record is generated for that patient which contains all the information gathered from the initial contact with the call handler through to the final GP consultation. This will not be verbatim but will capture all the medical information provided by the patient, advice given and treatment or prescriptions issued together with the outcome of intervention. This record is faxed to the patient's GP, ensuring that a full record of any treatment is captured on the patient's own medical records.

Wirral Community NHS Trust was formed in April 2011 and therefore can only provide information from that date.