

23rd December 2019Tel: 028 9536 3863
Email: FOI.BSO@hscni.net**BY EMAIL**
**Our Ref: FOI 1145**Dear 

Your request for information was received on 22nd November 2019 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to the Northern Ireland Electronic Care Record (NIECR).

I can confirm that a 'NIECR Diabetes Pathway and a Benefits Survey' was issued to all users in October 2019, which indicated overall improvements in the provision of health care as a result of NIECR. For your reference, I have enclosed 2 extracts from this survey, namely:

- Benefits experienced (Appendix 1)
- Patient comments (Appendix 2)

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.



You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

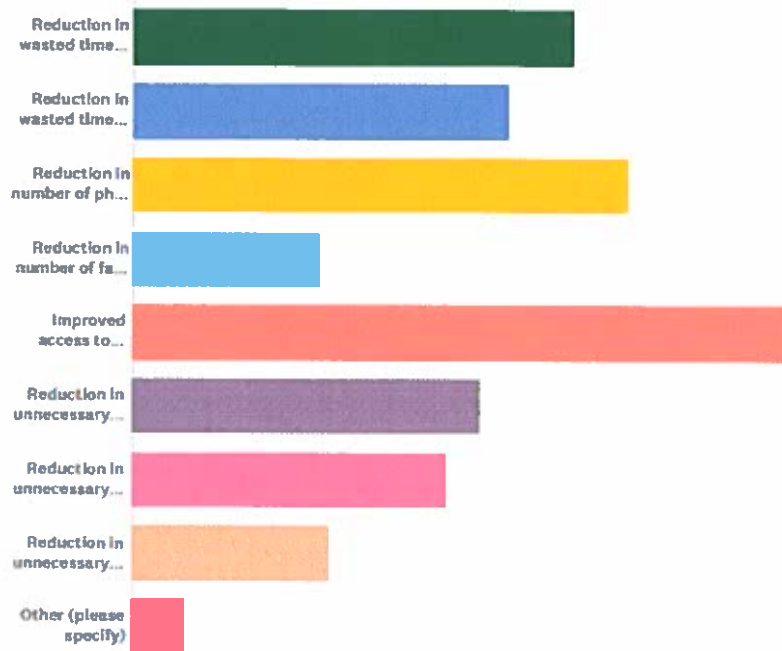
A handwritten signature in black ink, appearing to read 'Liam McIvor', with a long horizontal flourish extending to the right.

Liam McIvor
Chief Executive
BSO

Appendix 1: Benefits Experienced

Q8 Which of the following benefits have you experienced? Please tick all that apply.

Answered: 1,126 Skipped: 13



ANSWER CHOICES

RESPONSES

Reduction in wasted time (admin)	62.88%	708
Reduction in wasted time (clinical)	53.64%	604
Reduction in number of phone calls made and received	70.43%	793
Reduction in number of faxes sent and received	26.73%	301
Improved access to information	93.69%	1,055
Reduction in unnecessary delays for patients	49.38%	556
Reduction in unnecessary duplicate Laboratory tests	44.49%	501
Reduction in unnecessary duplicate Radiology tests	27.98%	315
Other (please specify)	7.28%	82
Total Respondents: 1,126		

Appendix 2: Patient comments

Patient/Service user comments –

'It is great that the nurses are able to see my recent prescriptions and I often forget to bring my list of medication'

'Staff having access to any recent blood tests is extremely beneficial'

'More efficient time spent at clinic as all information available in one place'

'If I have been an inpatient in any hospital in N.Ireland staff are able to access discharge letters and more recently information on Diabetes pathway if seen by Diabetes Specialist Nurse in any other hospital'