

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 52 2015

### Request:

I am writing to make a request under the Freedom of Information Act 2000. Please provide me with answers to the following questions:

- a) Do you provide drug and alcohol services Yes/No  
 If No , thank you there are no further questions  
 If yes, proceed to question b
- b) Who is the supplier of the Drug and Alcohol system that you use?
- c) What is the application know as?
- d) What version number is the application?
- e) When did you go live with the application?
- f) When did you upgrade to this version number?
- g) What are the annual support and maintenance costs of this system?
- h) Please provide contact details of the local system manager

Your time and help is most appreciated, I would be grateful if you could answer my questions in as much detail as possible. Please can you acknowledge receipt of my request for information and I look forward to receiving your full response within the next 3 weeks

### Response:

Thank you for your recent request under the Freedom of Information Act, I can confirm the following:-

- a) Do you provide drug and alcohol services Yes/No. **Yes**  
 If No , thank you there are no further questions  
 If yes, proceed to question b
- b) Who is the supplier of the Drug and Alcohol system that you use? **Advanced Computer Software**
- c) What is the application know as? **CareNotes**
- d) What version number is the application? **5.3.1**
- e) When did you go live with the application? **2007**
- f) When did you upgrade to this version number? **October 2014**
- g) What are the annual support and maintenance costs of this system? **£37,579.94 incl. VAT**
- h) Please provide contact details of the local system manager **Leigh.Ramsden@nsft.nhs.uk**

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of

requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at [www.ico.gov.uk](http://www.ico.gov.uk).