

Freedom of Information Request

1. Do you currently use any form of electronic signing tool?

Northern Trust does not use an electronic signature/signing tool. Rather, electronic signature ‘stamps’, through a process of electronic verification linked to individual user accounts is an integrated feature of many of the electronic patient and administration solutions we use, such as The Northern Ireland Electronic Care Record (Orion Health Care EPR); Patient Administration Solution (Clinicom Patient Centre); Clinical Communication Gateway (NHS Scotland Sky Gateway); Northern Ireland Picture Communication and Archive Solution (Sectra PACS); Laboratory Information Management System (in-house developed product for HSC Northern Ireland); Finance Procurement Logistics (FPL) , FPL/HRPTS SAP products. All of these products, whilst used by NHSCT, are procured and managed on a regional basis for all of Northern Ireland by Digital Health and Social Care Northern Ireland (DHCNI). DHCNI may be contacted at the following web address for details of contract, cost, licenses, users, etc, <http://www.hscboard.hscni.net> > digital-hcni

2. If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licences (users or transactions) do you have?

See response to Q1 above.

3. How many documents do you send for signature / approval annually? What % are printed?

NHSCT currently produces in excess of 1,000,000 electronically verified documents per annum using the solutions detailed in Q1 above. The electronic verification ‘stamp’ is used as the signature. The percentage of printed documents is unknown.

4. Are your signing processes primarily paper-based?

No

5. What is your current annual spend on paper, postage and document storage?

	2020/21 £000's
Postage	563
Paper	154
Document Storage	164

6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?

Refer to solutions detailed in response to Q1.

7. If so, who is leading it?

Northern Ireland by Digital Health and Social Care Northern Ireland (DHCNI). DHCNI may be contacted at the following web address for details of contract, cost, licenses, users, etc, <http://www.hscboard.hscni.net> > digital-hcni

8. How much employee time is it taking to create, send, chase and store documents that require signature?

This information is not recorded by the Trust.

9. How many employees do you have?

There are 12,354 individuals working in the Trust as at 30th April 2021 (excluding bank staff).

10. What percentage of employees work remotely?

Approximately 30% of staff has remote access to the Trust network.

11. Can you provide names and contact details for the following people within your organisation?

a) CIO / IT Director

Divisional Director of Strategic Development and Business Services is the Director with responsibility for ICT within the Trust. Up to date contact details are maintained publically on the Northern Trust website at the link below.

<https://www.northerntrust.hscni.net/about-the-trust/corporate-information/organisational-structure/divisional-directors/>

b) Head of IT

Due to the security implementations of phishing campaigns we do not disclose specific details of the person in charge. If you need to contact the person in charge please email ICT.Security@northerntrust.hscni.net

c) Head of Digital Transformation

Due to the security implementations of phishing campaigns we do not disclose specific details of the person in charge. If you need to contact the person in charge please email ICT.Security@northerntrust.hscni.net

d) Head of Housing Operations

N/A

e) Head of Legal

Provided regionally by Directorate of Legal Services/Business Services Organisation

f) Head of HR

Jacqui Reid, Interim Director of HR

g) Head of Legal Services

Provided regionally by Directorate of Legal Services/Business Services Organisation

12. Do you currently use any of the following Microsoft applications?

- a) **O365** – Very limited use at present
- b) **SharePoint** – very limited use at present
- c) **Teams** – very limited use at present
- d) **Dynamics** - no
- e) **Power Automate** - no

13. Do you use any Adobe products? If yes, which ones?

Adobe Acrobat
Adobe Acrobat Distiller
Adobe Acrobat
Elements
Adobe After Effects
Adobe Air
Adobe Animate
Adobe Audition
Adobe Bridge
Adobe Character
Animation
Adobe Cloud
Adobe Create PDF
Adobe Director
Adobe Dreamweaver
Adobe dynamic Link
Manager
Adobe Flash
Adobe Illustrator
Adobe Lightroom
Adobe Reader
Adobe Shockwave
Flash

14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

a) Human Resources

b) Patient related

The Northern Ireland Electronic Care Record (Orion Health Care EPR); Patient Administration Solution (Clinicom Patient Centre); Clinical Communication Gateway (NHS Scotland Sky Gateway); Northern Ireland Picture Communication and Archive Solution (Sectra PACS); Laboratory Information Management System (in-house developed product for HSC Northern Ireland). All of these products, whilst used by NHSCT, are procured and/or managed on a regional basis for all of Northern Ireland by Digital Health and Social Care Northern Ireland (DHCNI). DHCNI may be contacted at the following web address for details of contract, cost, licenses, users, etc, <http://www.hscboard.hscni.net> > digital-hcni

c) Legal Services

Legal services are provided regionally to all HSCT Trusts in Northern Ireland, contact: hscbusiness.hscni.net/services/1877.htm

d) Email and Collaboration - Microsoft Exchange and Outlook client for Email. Microsoft Skype for Business and Zoom as part of broader collaboration

15. Do you have a Senior Information Risk Officer (SIRO) and Caldicott Guardian? If so, can you please share their contact name, email and phone number.

The Northern Health and Social Care Trust's SIRO is Neil Martin, Director of Strategic Development and Business Services – neil.martin@northerntrust.hscni.net Tel: 028 9442 4326. Within Health and Social Care in Northern Ireland, the Caldicott Guardian is known as the Personal Data Guardian (PDG) – this is Dr Seamus O'Reilly, Executive Director of Medicine – seamus.oreilly@northerntrust.hscni.net Tel: (028) 9442 4259

16. Understanding that every member of the NHS has to be GDPR compliant, what is the current approval - signature process?

Within HSCNI, all staff are required to undertake mandatory information governance and cyber security training upon commencement of employment and undertake refresher training at least every three years.