



Blackpool Teaching Hospitals

NHS Foundation Trust

Information Governance Department
Blackpool Victoria Hospital
Whinney Heys Road
Blackpool
Lancashire
FY3 8NR

28/08/2018

Our ref: FOI 02605

Dear Mr. Rogers,

Thank you for your request for information.

Your Request

1. How many computers in total do you have across your entire Trust?
2. How many of your computers are currently running Windows XP or Windows 7 software?
3. How many of your computers are currently running Windows 10 software?
4. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) have computers across your Trust crashed and required rebooting. Please provide a best estimate if precise data is not collated.
5. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) has your IT Department been contacted because of any computer problems across your Trust? Please provide a best estimate if precise data is not collated.
6. For each of the calendar years 2015, 2016, 2017 and 2018 (Year to Date) what is the longest time a computer was broken/remained unfixed and therefore was not used by staff anywhere across your Trust?
7. Please list any incidents of patients coming to harm, because of a fault related to an IT system failure.

Our Response

1. 5258
2. 2491
3. 2767
- 4.

	2015	2016	2017	2018
4	23668	20059	22677	17546
5	194	117	93	41
6	Information not recorded			
7	<10*see below	<10*see below	<10*see below	<10*see below

* This relates to a very small number of individuals and to provide further detail may breach their confidentiality. Therefore we are exempting this information as personal and applying section 40(2).

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

The following link is a customer satisfaction survey if you would like to leave feedback:

<http://www.bfwh.nhs.uk/our-services/hospital-services/information-governance/foi-questionnaire/>

If you are dissatisfied with our response to your request for access to information you may ask us to carry out an internal review. You should do this by writing to:

The Information Governance Manager
Blackpool Teaching Hospitals NHS Foundation Trust
Blackpool Victoria Hospital
Whinney Heys Rd
Blackpool
FY3 8NR
Email: bfwh.pso@nhs.net

If you remain unhappy, you may make a complaint to the Information Commissioner's Office.

Yours Sincerely,

Stephen Connor
Freedom of Information Manager