

3 September 2025

**Our Ref:** FOI 1333

Dear

**Freedom of Information Act 2000  
Information in Relation to Digital Maturity**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above, which you requested on 6 August 2025.

A response to the questions you have raised has been provided by the Planning Performance and Informatics Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Olivia Robinson**  
**Information Governance Officer**

**Shared Care Record**

**Q1. For your main Shared Care Record (or equivalent electronic shared patient record), please state which of the following partners currently contribute data to it (not just view it):**

- **Primary Care (GPs)**
- **Acute Trusts (Hospitals)**
- **Community Health Services**
- **Mental Health Services**
- **Social Care (Local Authority)**

A1. For the main Shared Care Record in the Trust, all of the listed partners currently contribute data to it.

**Artificial Intelligence (AI)**

**Q2a. a. Do you have a formal, board-approved governance framework for using Artificial Intelligence (AI)?**

**b. If yes, please list any AI applications currently in operational use.**

A2a. The Trust does not have a formal, board-approved governance framework for using Artificial Intelligence (AI).

A2b. Not applicable.

**Patient-Facing Digital Services**

**Q3. Through your main patient-facing app or portal, which of the following functions are available? (Please answer Yes/No for each):**

- a. Booking/managing appointments**
- b. Ordering repeat prescriptions**
- c. Viewing GP health record**
- d. Viewing hospital letters/results**
- e. Secure messaging with a clinical team**
- f. Accessing a personalised care plan**
- g. Contributing their own data (e.g., via remote monitoring)**

A3. Please see Table 1 below for a breakdown of the functions available in the Trust's main patient-facing app.

Table 1

<b>Functions</b>	<b>Yes/No</b>
a. Booking/managing appointments	Yes
b. Ordering repeat prescriptions	No
c. Viewing GP health record	No
d. Viewing hospital letters/results	Yes
e. Secure messaging with a clinical team	Yes
f. Accessing a personalised care plan	Yes
g. Contributing their own data (e.g., via remote monitoring)	Yes

Please note that with regards to Table 1, functions a and e-g listed above are available but are not currently active in the Trust's main patient-facing app.

### **Digital Strategy**

**Q4. Have you approved a digital and data strategy for the 2025-2027 period that aligns with your nation's overarching digital health strategy?**

A4. Yes, the Trust has approved a digital and data strategy for the 2025-2027 period that aligns with the nation's overarching digital health strategy.

### **Leadership Roles**

**Q5. Please provide the approximate Full-Time Equivalent (FTE) for the following roles:**

- a. Chief Information Officer (CIO) / Chief Digital & Information Officer (CDIO)**
- b. Chief Clinical Information Officer (CCIO) / Chief Nursing Information Officer (CNIO)**
- c. Director/Head of Digital Transformation or Strategy**
- d. Director/Head of Data or Analytics**

- e. Director/Head of System Integration or Partnerships**
- f. Data Scientist**
- g. AI Specialist / AI Engineer**
- h. User Experience (UX) Designer / Researcher**

A5. Please see Table 2 below for a breakdown of the approximate FTE for the listed roles.

Table 2

Role	Approximate Full-Time Equivalent (FTE)
Chief Information Officer (CIO) / Chief Digital & Information Officer (CDIO)	Nil
Chief Clinical Information Officer (CCIO)	0.6
Chief Nursing & Midwifery Information Officer	1
Director/Head of Digital Transformation or Strategy	Part of the role of Assistant Director of Digital Services
Director/Head of Data or Analytics	Part of the role of Assistant Director of Performance
Director/Head of System Integration or Partnerships	Part of the role of Assistant Director Digital Services
Data Scientist	Part of the role of Business Intelligence Team Lead
AI Specialist / AI Engineer	Nil
User Experience (UX) Designer / Researcher	N/A

Please note that with regard to the table above that the approximate Full Time Equivalent for User Experience (UX) Designer / Research is not applicable, as the Trust does not develop this system.