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CYMRU
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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_138_24

You asked:

I am writing to you under the Freedom of Information Act 2000 to request the following information:

Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

No.

If yes:

1. Who is the current provider?
2. What is the name of the current solution?
3. What is the start and end date of the contract?

N/A.

If no:

1. Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'
2. If yes, when are you looking to go out to market and by what route?

We are likely to start work on a procurement in 2024/2025. Route not yet confirmed.

A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:

- * *View/confirm/cancel/change appointments digitally*
- * *View their appointment letters digitally*
- * *Send patients SMS reminders of appointments*
- * *Complete questionnaires digitally (such as pre/post operative assessments; PROMs/PREMs)*
- * *View self help information relating to their care pathway*