

Ref No.: FOI/2425/SG14706

Date FOI request received: 13th May 2024

Date FOI response: 3rd June 2024

REQUEST & OUR RESPONSE:

Please outline the structure of your organisation's clinical systems team (e.g. SystemOne trainers, service desk staff, configurations specialists, business change analysts, management/project manager), can you include number of each roles e.g. 3 business change analysts, number of job bandings for each role, an estimate of staff supported, service users, and the number of services supported.

OUR RESPONSE: Please see below team outline that covers all LPT services:

IM&T Business Managers x 3	Band 8a
Project Managers x 2	Band 7
System Exploitation Officers x 5	Band 6
System Change Officers x 5	Band 5
Application Support and Training Services Team Leaders x 2	Band 6
Application Support and Application Trainers (including on call Out of Hours)x 11	Band 5
Service Desk Manager x 1	Band 7
Service Desk Team Leader x 1	Band 6
Service Desk Engineer x 6	Band 5
Service Desk Analyst x12	Band 4
Service Desk Junior Analyst x 4	Band 2

Please note that the team are not dedicated to particular teams, corporate teams are also supported in addition to clinical systems and their users. There are approximately 6300 users of the clinical system that may be supported by the team.

Can you list distinct care settings you support e.g. community, mental health, inpatient, community hospital, minor injury units, urgent care settings, emergency departments etc.

OUR RESPONSE: This information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000 as it is published on our website. This is an absolute exemption and there is no requirement that we consider the Public Interest Test when relying upon this exemption. Please see the clinical services Leicestershire Partnership NHS Trust offers that the clinical systems team support via our website here: <https://www.leicspart.nhs.uk/services/>

If your clinical systems team don't manage projects, please provide info on numbers of business change specialists and project managers that will typically support your clinical systems e.g. SystemOne changes.

OUR RESPONSE: Project managers as outlined in team roles above.