



Resolution

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Telephone: 020 7811 2700

February 2025
FOI_6995

The following information was requested and clarified on 23 January 2025:

[On 23 January 2025 you requested]:

Under the Freedom of Information Act 2000, I am writing to request the following information relating to systems used by your organisation:

- 1. The name of all document management systems (not patient records) currently in use by your trust.*
- 2. The name of the policy management system (if any) currently in use by your trust.*
- 3. The name of any board report portals / systems currently in use by your trust.*
- 4. The cost of these systems, including any licensing or ongoing support fees.*
- 5. Whether there are any open tenders or procurement processes related to document or policy management systems that your trust is currently involved in or plans to release in the near future.*

[We sought clarification on 23 January 2025]:

Thank you for your request.

*I would like to clarify that NHS Resolution is **not** a Trust or a healthcare provider.*

NHS Resolution was established to provide the following service:

- Claims Management – providing indemnity schemes for the NHS in England and resolving claims for compensation fairly.*
- Practitioner Performance Advice – assisting healthcare organisations with resolving concerns about the performance of individual practitioners.*
- Primary Care Appeals – ensuring the prompt and fair resolution of appeals and disputes between primary care contractors and NHS England.*
- Safety and Learning – supports our Claims Management service members to better understand their claims risk profiles to target their safety activity while sharing learning across the system.*

Mindful of the above, do you still require the information?

We look forward to hearing from you.

[You replied on 23 January 2025 with]:

Yes, please.

Thank you,

Our Response

We wish to reiterate that NHS Resolution is not a Trust or a healthcare provider.

NHS Resolution was established to provide the following service:

- Claims Management – providing indemnity schemes for the NHS in England and resolving claims for compensation fairly.
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- Safety and Learning – supports our Claims Management service members to better understand their claims risk profiles to target their safety activity while sharing learning across the system.

For more information about NHS Resolution please visit our website here: [Home - NHS Resolution](#). In response to your request for information, our response is as follows:

1. *The name of all document management systems (not patient records) currently in use by your trust.*

None – these are integrated into case management systems.

2. *The name of the policy management system (if any) currently in use by your trust.*

None.

3. *The name of any board report portals / systems currently in use by your trust.*

Diligent.

4. *The cost of these systems, including any licensing or ongoing support fees.*

£153,121 over a 5-year term which covers the period August 2020 to August 2025.

5. *Whether there are any open tenders or procurement processes related to document or policy management systems that your trust is currently involved in or plans to release in the near future.*

None.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of

decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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