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6 July 2023

Dear [REDACTED]

**RE: SCCL-FOI-2023/24-019**

Thank you for your FOI request received by the FOI office for the following information regarding the Home Delivery Service:

1. What quality assurance processes does SCCL use that ensure patient details are accurate, and not held for a disproportionate length of time as expected by the Information Commissioner?
2. Why have our annual audits not highlighted this systems management issue and made recommendations for regular records maintenance in regard to patient records i.e. live/dormant/closed accounts?
3. Does our IT strategy not include a requirement to regularly update information held?
4. Does our IT strategy advocate the use of targeted computer generated correspondence rather than a blanket approach?
5. Are any performance payments made to any director/ employee of SCCL based on the number of active accounts as opposed to dormant accounts under their responsibility?
6. Does our communication strategy highlight the need for correspondence to be accurate, provide contact details, and the need to avoid waste by sending out unnecessary correspondence?
7. Given one of the key values of SCCL is Be Inclusive I am correct in thinking that we have no patient representation of the SCCL Board? If that is indeed the case - why not?

Your request has been handled as a request for information under the Freedom of Information Act 2000 and we are able to supply the following answers:

1. If NHS Supply Chain are informed that a patient has been discharged then they are marked as discharged on the system. Further patient status' identify patients as active or suspended. The system will automatically suspend patients who have not ordered products in a set period of time, but this functionality is deployed at Trust level and is not the same at every Trust.

As data processors we are reliant on the data owners (Trusts) advising us if a patient has been discharged from the service.

Quarterly business Reports (service management Information) are provided to trusts and include a 'patients on service' report showing the number of patients that sit under each status: active, deceased, suspended or discharged. A report to show patient identifiable information relating to these status' can be produced upon request by the Trust.

The NHS Supply Chain Records Retention & Disposal Schedule mirrors the NHS guidance as laid out in the Records Management Codes of Practice 2021 document stating these types of records should be kept for a minimum of 8 years (children until their 26th birthday).

2. As per the above answer we are reliant on receiving updates from the data owners relating to updating the status of a service user.
3. NHS Supply Chain has a data retention policy that requires us to keep and maintain our HDS data for a 'minimum' of eight years.
4. NHS Supply Chain does advocate the use of relevant and targeted computer generated correspondence rather than a blanket approach.
5. No performance payments are made for active accounts.
6. In all correspondence with both customers (trust services) and patients we would aim to be accurate with our message and provide correct contact details. We would also only contact both services and patients when there is a legitimate service need to do so thus avoid waste by sending out any unnecessary correspondence such as marketing.

The Home delivery Service uses a series of patient statuses to show if a patient is:

- Active on service
- Suspended on the service
- Discharged or
- Deceased

We would only contact those patients showing as active on the service.

7. We do not have a patient representative on the Board. Further information on the SCCL board is available on this link: [SCCL Board - Supply Chain Coordination Limited](#).

If you are dissatisfied with this response, you may request an independent internal review of our handling of your request by submitting a complaint within two months to the postal or e-mail addresses above, quoting the reference number above. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the handling of your information request will be reassessed by a member of SCCL staff who was not involved in providing you with this response. If you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

If you require any further information do not hesitate to contact the FOI team.

Yours sincerely

FOI Team

**Supply Chain Coordination Limited**  
**Management Function of NHS Supply Chain**