

FOI 3311

12th September 2025

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Since the day that encompass went live in the Trust, how many:

(i) tests (blood, urine etc) have not been completed due to issues with identification or scanning barcode errors

(ii) tests (as above) have had to be repeated due to issues with errors scanning into encompass system

Response:

This data is not held specifically on the reason for rejection being barcode related but overall the rejection rate has reduced by 1% since encompass implementation.

(iii) complaints have been received from within the Trust relating to the encompass system

Response:

The Trust has not received any formal complaints about encompass from staff or patients.

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