



Information Governance
 18 Mole Business Park
 Leatherhead
 Surrey KT22 7AD

Tel: 01372 216059
 Fax: 01372 217114
 Email: IGTeam@sabp.nhs.uk

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ID Number – FOI 6089

Title: IT systems

Trust Response:

Question:	Trust Response:
1. How many computers in total do you have across your entire Trust?	3500
2. How many of your computers are currently running Windows XP or Windows 7 software?	The Trust is running Windows 7
3. How many of your computers are currently running Windows 10 software?	20
4. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) have computers across your Trust crashed and required rebooting. Please provide a best estimate if precise data is not collated.	We do not maintain a record of the number of crashes/reboots which occur across the Surrey and Borders Trust.
5. On how many occasions in calendar years 2015, 2016, 2017 and 2018 (Year to Date) has your IT Department been contacted because of any computer problems across your Trust? Please provide a best estimate if precise data is not collated.	<ul style="list-style-type: none"> • 2015-2016: 2,500 • 2016-2017: 3,400 • 2017-2018: 3,500
6. For each of the calendar years 2015, 2016, 2017 and 2018 (Year to Date) what is the longest time a computer was broken/remained unfixed and therefore was not used by staff anywhere across your Trust?	<ul style="list-style-type: none"> • 2015-2016: 8 • 2016-2017: 6 • 2017-2018: 6
7. Please list any incidents of patients coming to harm, because of a fault related to an IT system failure.	Nil.