

Freedom of Information Request

Ref: 23-253

10 May 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

Digital Dictation

• Do you use Digital Dictation?

Yes

If yes, could you please answer the following questions:

○ **Name of the supplier & product:**

3M/Fluency

○ **What procurement method (if any) was used to obtain this system i.e. what framework:**

SBS Framework.

○ **The contract start date:**

19 October 2022

○ **The contract expiry date:**

18 October 2029

○ **Total contract value:**

£2,964,138

○ **Is the product integrated with PAS or EPR:**

Fluency is interfaced with PAS to receive patient demographic data PAS.

○ **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Information Asset Manager - position vacant pending arrival of new CDIO (Chief Digital

Information Officer).

Information Asset Administrator - Max Ward, Clinical Systems Development Manager.

- **What is the person(s) email and telephone number:**

Digitalservicesdmin@uhbw.nhs.uk

- **What would you like to see in this product that is currently not being delivered:**

Product meets our requirements.

Speech Recognition

- **Do you use Speech Recognition?**

Yes.

If yes, could you please answer the following questions:

- **Name of the supplier & product:**

3M/Fluency

- **What procurement method (if any) was used to obtain this system i.e. what framework:**

SBS Framework.

- **The contract start date:**

19 October 2022

- **The contract expiry date:**

18 October 2027

- **Total contract value:**

£2,964,138

- **Is the product integrated with PAS or EPR:**

Fluency is interfaced with PAS to receive patient demographic data PAS.

- **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Max Ward, Clinical Systems Development Manager.

- **What is the person(s) email and telephone number:**

Digitalservicesadmin@uhbw.nhs.uk

- **What would you like to see in this product that is currently not being delivered:**

Product meets our requirements.

Outsourced Transcription

• Do you use Outsourced Transcription?

No.

If yes, could you please answer the following questions:

○ Name of the supplier:

Not applicable.

○ What procurement method (if any) was used to obtain this system i.e. what framework:

Not applicable.

○ The contract start date:

Not applicable.

○ Volume of letters per month:

Not applicable.

○ Total contract value:

Not applicable.

○ What is the name(s) and position(s) of the key internal stakeholder(s) for this service:

Not applicable.

○ What is the person(s) email and telephone number:

Not applicable.

○ What would you like to see in this product that is currently not being delivered:

Not applicable.

Video Consultation

• Do you use Video Consultation?

Yes

If yes, could you please answer the following questions:

○ Name of the supplier & product:

DrDoctor

○ What procurement method (if any) was used to obtain this system i.e. what framework:

Health Systems Support Framework.

○ The contract start date:

1st January 2022.

○ **The contract expiry date:**

31st December 2026.

○ **Total contract value:**

£1,046,560

○ **Is the product integrated with PAS or EPR:**

Yes, currently partial - further integration planned

○ **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Job Wooster, Outpatient Services Manager

○ **What is the person(s) email and telephone number:**

job.wooster@uhbw.nhs.uk

○ **What would you like to see in this product that is currently not being delivered:**

All requirements met.

Health Information Systems

What supplier(s) do you use for the following?

● **PAS (Patient Administration System)**

SystemC CareFlow

● **EPR (Electronic Patient Record)**

SystemC CareFlow

● **eDMS (Electronic Document Management System)**

Kainos Evolve

● **RIS (Radiology Information System)**

Wellbeing Software CRIS

● **LIMS (Laboratory Information Management System)**

Clinisys Clinisys Laboratory Solutions

● **e-Correspondence (e.g. Docman)**

For patient information Connecting Care

● **Hybrid Mail (e.g. Synertec)**

Synertec

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust