

Freedom of Information Request

Ref: 24-629

29 August 2024

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

- **EPR (Electronic Patient Record):** An Electronic Patient Record (EPR) is a digital version of a patient's paper chart. EPRs are real-time, patient-centered records that make information available instantly and securely to authorized users.
- **Patient Engagement Portal:** A Patient Engagement Portal is an online platform that enables patients to interact with their healthcare providers, access their medical records, schedule appointments, and receive educational materials and support.
- **Patient Access System:** A Patient Access System allows patients to manage their appointments, access personal health information, and communicate with healthcare providers, enhancing their overall experience and engagement.
- **Virtual Ward Software:** Virtual Ward Software is used to manage and monitor patients remotely, typically those with chronic conditions or those recovering from surgery, to provide continuous care and reduce hospital admissions.
- **Population Health Management Software:** Population Health Management Software helps healthcare providers manage and analyze health data for a specific population to improve health outcomes, reduce costs, and enhance the patient experience.
- **Contact Centre:** Contact Centre software facilitates communication between patients and healthcare providers, managing inbound and outbound calls, emails, and other forms of communication efficiently.
- **Telecare Software:** Telecare Software provides remote care services to patients, using technology to monitor health conditions and support independent living, often for elderly or disabled individuals.

For each clinical system listed above, please provide the following details where possible:

- a) **System type:** EPR
- b) **Supplier name:** System C
- c) **System name:** Careflow

d) **Date installed:** April 2011
e) **Supplier contract expiration:** August 2024
f) **Is this contract annually renewed? - Yes/No** No
g) **Do you currently have plans to replace this system? - Yes/No** No
h) **Procurement framework:** Not applicable
i) **Other systems it integrates with:** Trust Integration Engine
j) **Total value of contract (£):** Approximately £18,710,000
k) **Notes - e.g. we are currently out to tender:**
l) **Framework used:**
Not applicable
l) **If no system exists, what alternative do you use?**
Not applicable

a) **System type:** Patient Engagement Portal
b) **Supplier name:** DrDoctor
c) **System name:** DrDoctor
d) **Date installed:** 1 January 2022
e) **Supplier contract expiration:** January 2027
f) **Is this contract annually renewed? - Yes/No -** No
g) **Do you currently have plans to replace this system? - Yes/No -** No
h) **Procurement framework:** Health Systems Support Framework (HSS)
i) **Other systems it integrates with:** Trust Integration Engine
j) **Total value of contract (£):** £1,573,674
k) **Notes - e.g. we are currently out to tender:**
l) **Framework used:** Health Systems Support Framework (HSS)
l) **If no system exists, what alternative do you use?** Not applicable

a) **System type:** Patient Access System
b) **Supplier name:** DrDoctor
c) **System name:** DrDoctor
d) **Date installed:** 1 January 2022
e) **Supplier contract expiration:** January 2027
f) **Is this contract annually renewed? - Yes/No** No
g) **Do you currently have plans to replace this system? - Yes/No** No
h) **Procurement framework:** Health Systems Support Framework (HSS)
i) **Other systems it integrates with:** Trust Integration Engine
j) **Total value of contract (£):** £1,573,674
k) **Notes - e.g. we are currently out to tender:**
l) **Framework used:** Health Systems Support Framework (HSS)
l) **If no system exists, what alternative do you use?** Not applicable

a) **System type:** Virtual Ward Software -We do not have this system
b) **Supplier name:**
c) **System name:**

- d) Date installed:
- e) Supplier contract expiration:
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework:
- i) Other systems it integrates with:
- j) Total value of contract (£):
- k) Notes - e.g. we are currently out to tender:
- l) Framework used:
- l) If no system exists, what alternative do you use?

- a) System type: Population Health Management Software – We do not have this system
- b) Supplier name:
- c) System name:
- d) Date installed:
- e) Supplier contract expiration:
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework:
- i) Other systems it integrates with:
- j) Total value of contract (£):
- k) Notes - e.g. we are currently out to tender:
- l) Framework used:
- l) If no system exists, what alternative do you use?

- a) System type: Contact Centre
- b) Supplier name: Netcall
- c) System name: Converse
- d) Date installed: June 2024
- e) Supplier contract expiration: June 2027
- f) Is this contract annually renewed? - No
- g) Do you currently have plans to replace this system? - No
- h) Procurement framework:
- i) Other systems it integrates with:
- j) Total value of contract (£):121,000
- k) Notes - e.g. we are currently out to tender:
- l) Framework used:
- l) If no system exists, what alternative do you use? Not applicable

- a) System type: Telecare software We do not have this system
- b) Supplier name:
- c) System name:
- d) Date installed:
- e) Supplier contract expiration:

- f) Is this contract annually renewed? - Yes/No**
- g) Do you currently have plans to replace this system? - Yes/No**
- h) Procurement framework:**
- i) Other systems it integrates with:**
- j) Total value of contract (£):**
- k) Notes - e.g. we are currently out to tender:**
- l) Framework used:**
- l) If no system exists, what alternative do you use?**

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