

Freedom of Information Request

Ref: 24-669

9 October 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

Please provide information regarding the following systems:

1. Accident & Emergency – No system installed

- a) System type –**
- b) Supplier name –**
- c) System name –**
- d) Date installed –**
- e) 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) –**

2. Diagnostic Reporting

- a) System type –** Diagnostic reporting
- b) Supplier name –** Wellbeing
- c) System name –** CRIS
- d) Date installed –** We do not hold this information – this predates 2013
- e) Contract expiration –** June 2028
- 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? –** EPR, RIS, ORDERCOMMS, Trust Integration Engine, Connecting Care from Orion Health, IUVO for report communication to EMIS for GPs

- j) **Total value of contract (£)** – Approximately £2 million
k) **Notes (e.g. we are currently out to tender)** –

3. Digital Dictation

- a) **System type** – Digital dictation
b) **Supplier name** – KCI Medical
c) **System name** – KCI Medical
d) **Date installed** – 19 October 2022
e) **Contract expiration** – 1 October 2029
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** – Shared Business Services Framework
i) **Other systems it integrates with?** – PAS/EPR
j) **Total value of contract (£)** – £2,964,136
k) **Notes (e.g. we are currently out to tender)** –

4. Discharge Letters

- a) **System type** – Discharge letters
b) **Supplier name** – System C
c) **System name** – Careflow EPR
d) **Date installed** – April 2011
e) **Contract expiration** – April 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?** – Internal TIE
j) **Total value of contract (£)** – Approximately £797,134 per annum for all Careflow modules, not just Careflow EPR
k) **Notes (e.g. we are currently out to tender)** –

5. Document Management

- a) **System type** – Document management
b) **Supplier name** – Kainos
c) **System name** – Evolve
d) **Date installed** – May 2015
e) **Contract expiration** – March 2026
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?** – TIE
j) **Total value of contract (£)** – Approximately £107,078 per annum
k) **Notes (e.g. we are currently out to tender)** –

6. Maternity

- a) System type** – Full digital maternity system with patient portal
- b) Supplier name** – System C
- c) System name** – Clevermed Badgernet Maternity
- d) Date installed** – September 2023
- e) Contract expiration** – April 2032
- 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** – QE Facilities Framework
- i) Other systems it integrates with?** – Careflow and TIE
- j) Total value of contract (£)** – Approximately £418,237
- k) Notes (e.g. we are currently out to tender)** –

7. Order Communications

- a) System type** – Order communications
- b) Supplier name** – Clinisys
- c) System name** – Orders and Results Management
- d) Date installed** – September 2008
- e) Contract expiration** – August 2026
- 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?** – System C Medway, Clinisys LIMS Pathology and Wellbeing CRIS
- j) Total value of contract (£)** – Approximately £91,041 per annum
- k) Notes (e.g. we are currently out to tender)** –

8. Outcomes/performance benchmarking

- a) System type** – No system installed
- b) Supplier name** –
- c) System name** –
- d) Date installed** –
- e) 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)** –

9. Trust Integration Engine (TIE)

- a) System type** – TIE
- b) Supplier name** – In-house

- c) **System name** – In house
- d) **Date installed** –
- e) **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)** –

10. Voice recognition

- a) **System type** – Voice recognition
- b) **Supplier name** – KCI Medical
- c) **System name** – KCI Medical
- d) **Date installed** – 19 October 2022
- e) **Contract expiration** – 1 October 2029
- 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** – Shared Business Services Framework
- i) **Other systems it integrates with?** – PAS/EPR
- j) **Total value of contract (£)** – £2,964,136
- k) **Notes (e.g. we are currently out to tender)** –

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) **System type** –
- b) **Supplier name** –
- c) **System name** –
- d) **Date installed** –
- e) **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)** –

Please provide your answer in the above format for each system.

System definitions:

Accident & Emergency: A specialist system used to manage patients and patient clinical notes in the Emergency Department (ED)

Diagnostic Reporting: test results which are electronically transmitted to the clinician

who ordered them, with receipt acknowledgement.

Digital Dictation: device used for recording and managing natural speech, allowing staff to verbally input a patients' note into a system without having to manually input it.

Discharge Letters: The ability to electronically generate and send detailed discharge letters to GPs and other relevant HCPs, when a patient is discharged from hospital-based services.

Document Management: Converts records into electronic format so that they can be viewed, moved around, and managed electronically on screen. Acts as a live filing system.

Maternity: It is the specialist maternity system in use for maternity care.

Order Communications: Electronic ordering communications systems (OCS) are computer applications used to enter diagnostic and therapeutic patient care orders, for example laboratory test requests or prescriptions, and to view test results. The primary aim of the system is to remove most of the current paper-based process for requesting laboratory investigations and for receiving results.

Outcomes/performance benchmarking: These systems enable a trust to compare their key clinical outcomes indicators, such as mortality, length of stay and readmission rates, with other NHS trusts

Trust Integration Engine (TIE): The Integration engine enables trust merger sites to access clinical systems through one consistent, secure platform.

Voice recognition: Identifies and translates spoken words into text. Used to complete tasks or transcribe documents.

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