

Freedom of Information Request

Ref: 24-682

24 September 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

Digital Dictation

- **Do you use Digital Dictation? If yes, could you please answer the following questions:**

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

KCI Medical

- **How many user licences do you have?**

2000

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

Shared Business Services Framework

- **The contract start date?**

19 October 2022

- **The contract expiry date?**

1 October 2029

- **Total contract value?**

£2,964,136

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

Yes

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

Max Ward, Interim Head of Clinical Systems

- **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?**

This is not recorded.

Outsourced Transcription

- **Do you use Outsourced Transcription? If yes, could you please answer the following questions:**

- **Name of the supplier:**

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

- **The contract start date:**

- **Volume of letters per month:**

- **Total contract value:**

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

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

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

No

Speech Recognition

- **Do you use Speech Recognition?**

Yes

If yes, could you please answer the following questions: Yes

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

KCI Medical

- **How many user licences do you have?**

2000

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

Shared Business Services Framework

- **The contract start date?**

19 October 2022

- **The contract expiry date?**

18 October 2027

- **Total contract value?**

£2,964,136

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

Yes, PAS

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

Maxwell 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?**

This is not recorded

Ambient AI Scribe

- **Do you use AI-enabled Ambient Scribe? If yes, could you please answer the following questions:**

- **Name of the supplier & product?**
- **How many user licences do you have?**
- **What procurement method (if any) was used to obtain this system, i.e. what framework?**
- **The contract start date?**
- **The contract expiry date?**
- **Total contract value?**
- **Is the product integrated with PAS or EPR?**
- **What is the name(s) and position(s) of the key internal stakeholder(s) for this service?**
- **What is the person(s) email and telephone number?**
- **What would you like to see in this product that is currently not being delivered?**

No

Video Consultation

- **Do you use Video Consultation? If yes, could you please answer the following questions:**

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

DrDoctor

- **How many user licences do you have?**

Enterprise

- **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

- **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?**

This is not recorded

- **How many user licences do you have?**

Enterprise

- **What % of virtual/remote consultations are conducted using video vs telephone?**

Approximately 30%

Health Information Systems

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

- **PAS (Patient Administration System)**

System C Careflow

- **EPR (Electronic Patient Record)**

System C 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

- **Patient Portal**

DrDoctor

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