

Freedom of Information Request

Ref: 24-954

10th February 2025

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

Technologies	Supplier	Software/system	Contract expiry date	Revised expiry date
Electronic patient record	System C	Careflow EPR	April 2024	31 st March 2025
Patient administration system	System C	Careflow EPR	April 2024	31 st March 2025
Electronic prescribing and medicines administration	System C	Careflow Medicines Management	April 2024	31 st March 2025
Maternity information system	Clevermed	Badgernet	April 2032	N/A
Diagnostic imaging information system	ICE	ICE	Rolling contract	N/A
Electronic document management system	Kainos	Evolve	March 2026	N/A
Laboratory information management system (LIMS)	Clinisys	Winpath	April 2032	N/A
Cyber security services	*	*	*	*
Bed management system	System C	CareFlow	April 2024	31 st March 2025
Clinical decision support system	System C	CareFlow	April 2024	31 st March 2025

Hospital pharmacy system	System C	CareFlow	01-06-2024	31 st March 2025
Population health management system	No system installed	NA	NA	NA
Hospital discharge system	System C	CareFlow	April 2024	31 st March 2025
Theatre scheduling system	Bluespier	Bluespier	April 2024	31 st March 2025
Clinical communications system	System C	Careflow Connect	April 2024	31 st March 2025
Remote consultation system provider	DrDoctor	DrDoctor	01-04-2027	NA
Advice and guidance system provider	No system installed	NA	NA	NA
Virtual ward and remote monitoring system provider	No system installed	NA	NA	NA
Cloud provider	Microsoft	Azure	Rolling contract	NA
Robotic process automation system	No system installed	NA	NA	NA
Payroll system	IBM	ESR	?	
Staff rostering system	RLDATIX	HealthRoster Optima	01-08-2024	August 2026
HR/workforce management system	IBM	ESR	Rolling contract	NA
Supply chain and inventory management system	Genesis Automation UK Limited	Genesis Inventory	January 2030	NA
Financial management system	Advanced	eFinancials	Rolling contract	NA
Barcode and scanning technology system provider	Genesis AHC	Genesis AHC	October 2029	NA
Computer hardware provider (laptops, PCs, smartphones, tablets, iPads etc)	Cisco/Mitel/Siemens	NA	2029	Not applicable – there is no specific supplier for computer hardware;

				we use frameworks
Patient engagement portal	DrDoctor	DrDoctor	April 2027	NA

Please note: In relation to cyber security we are asking for the name of your main cyber security provider. We do not need to know the software or sub-contractors used.

Clarification on 'N/A' Responses:

- Please enter 'No System Installed' if your trust does not have such system.
- Please enter 'No system needed' if your trust does not have a department or service which requires such a system.

Clarification on Contract expiry date:

- If the contract is expiring in the next 6 months, please state if the trust plans to renew, re-procure or take any other action.
- If the contract is on a rolling basis, Please enter 'Rolling'.

Additionally, could you please fill in the missing product names and revised contract expiry dates?

* Under Section 31(1)(a) of the Freedom of Information Act, we are required to judge as to whether the disclosure of the information would, or would be likely to, prejudice the prevention or detection of crime. Under guidance issued by the Information Commissioner states that this exemption applies if disclosure of the withheld information would, or would be likely to prejudice the prevention of criminal acts in relation to the Trust's computer systems and information, such as hacking, theft of data, misuse of confidential data or the disruption of the Trust's operations.

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