

Freedom of Information Request

Ref: 25-273

6 May 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

When does your current teleradiology contract expire?

Our main teleradiology contract with Everlight expires in February 2026.

Please provide the start date of your current teleradiology contract and the duration of your relationship with the vendor.

February 2023.

Who are your current teleradiology providers?

Everlight (main provider)

TMC

Hexarad

4Ways

Please provide details of any recorded terms in your current teleradiology contracts that allow for engagement with additional providers, including specific conditions or limitations.

This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

Please provide the number of radiology studies reported monthly by each teleradiology provider, broken down by modality (CT, X-ray, ultrasound, MRI) and subspecialisms. - I have put monthly because of the seasonal peaks and troughs that TR companies struggle with.

Average per month for 2024/25

	CT	MRI	X-ray
Everlight	2450	545	54
TMC	45	49	<1
Hexarad	4	0	0
4Ways	0	0	0

Please provide recorded data on the percentage of radiology studies reported within SLA's by your teleradiology providers, broken down by modality and sub specialism

Everlight - urgent 96.6%, routine 93.9%

TMC - 93%

Hexarad - 100%

4Ways – Not applicable

Please provide recorded information on the current backlog of radiology studies waiting to be reported.

Modality	Total Unreported
Angiography	67
CT	1228
DEXA	115
Fluoroscopy	45
MRI	965
Nuclear Medicine	77
Obstetric U/S	25
Radiology (X-Ray)	3193
Ultrasound	36
Total	5751

Please provide the names of your current RIS (Radiology Information System) and PACS (Picture Archiving and Communication System) providers.

CRIS

Intelerad

Provide details of interoperability barriers between your PACS/RIS systems and

external teleradiology platforms, including specific technical standards causing incompatibility.

No specific barriers. Our PACS/RIS systems use industry standard interoperability standards specifically DICOM and HL7 technical standards to achieve interoperability.

Who manages your current teleradiology contracts from within radiology and/or IT
Radiology department

Detail quality assurance processes for outsourced reports to your teleradiology provider, including frequency of discrepancy reviews and peer review process
We do not hold this information.

Please provide recorded data on which radiology subspecialties (e.g., neuro, musculoskeletal, paediatric) currently require supplemental external reporting support.
General, neuro, MSK, GI, thoracic, gynae, vascular, head and neck, paediatric, cardiac, dental.

Please disclose any documented contingency plans your teleradiology provider uses in order to maintain radiology reporting continuity during IT system failures or workforce shortages.

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Disclose the planned tender schedule for teleradiology radiology reporting services over the next 24 months, including anticipated contract values.
Not yet known.

Disclose your contracted teleradiology vendors process for the handling and communicating of incidental findings and urgent findings.
We do not hold this information.

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