

**Freedom of Information Request**

**Ref: 25-499**

10 July 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

**I would like to make an FOI request in relation to the following technologies and related information.**

**Technology Use & Suppliers:**

**a) Does your Trust currently use any ambient voice, ambient scribe, or medical dictation technologies? (Yes/No) - Yes**

**b) If yes, please provide:**

- **The name of each product or system in use** – Fluency Direct
- **The supplier/manufacturer** – Solventum
- **The primary use case(s) (e.g. outpatient clinic notes, ward rounds, letters, discharge summaries, etc.)** - Letters
- **The clinical areas/departments where each technology is deployed** - Various areas
- **Approximate number of users per system** - 1,600

**2 Contractual & Commercial Information:**

**a) For each system identified above, please confirm:**

- **The start and end dates of the current contract** October 2022 – October 2029
- **The total contract value (or if unavailable, an estimated annual spend)** - £2,964,136
- **Was the procurement made via a framework agreement? If yes, please specify which one (e.g. G-Cloud, H.T.E., CCS, etc.)** -Shared Business Services Framework
- **The licensing model (e.g. per user, per minute of transcription, enterprise license)** - Enterprise, capped

**Future Plans & Pilots**

**a) Is your Trust currently planning, trialling or procuring any new ambient voice, scribe, or dictation technologies in the next 12 months? (Yes/No) - Yes**

**b) If yes:**

- **Name of the product(s) or supplier(s) being trialled** – This is under review
- **Planned use cases consultations** - Not applicable
- **Anticipated start date of the trial/procurement** – Not applicable

**Integrations**

**a) For systems currently in use, please confirm if they are integrated with your Electronic Patient Record (EPR) or clinical systems. If yes, please specify which systems (e.g. Cerner, Epic, SystmOne, Allscripts, etc.) – Careflow EPR**

**If any of these requests is outside the scope of the FOIA, please answer what you can and advise and assist on the best way to uncover the remainder**

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**