

Freedom of Information Request

Ref: 25-634

1 September 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

1.) Please provide your organisation's total spend on cloud infrastructure for the last three financial years. (Please use the following categories)

<£1M

£1M - £2M

£2M-£5M

£5M-£10M

>£10M

2022-2023 - £1-2M

2023-2024 - £1-2M

2024-2025 - £1-2M

2.) Please list all of the hyperscaler cloud providers your organization currently uses:

Amazon Web Services (AWS)

Google Cloud Platform (GCP)

Alibaba Cloud

Microsoft Azure - ✓

Oracle Cloud Infrastructure (OCI)

Other.....

3.) Is your organisation considering using more than one cloud provider?

Yes – already doing this

Yes – under consideration

No - ✓

No, considering switching fully

Other.....

4.) Do you have any commercial agreements with any cloud providers? If yes, please

provide contract details (e.g. start/end date, amount, where you found the provider)

Contract with Phoenix for Microsoft cloud services until June 2026

5.) Please list the internal departments with the highest utilisation of cloud services.

Corporate Services

Finance and Resources

Adult Social Care and Health

Children's Services and Education

Housing and Homelessness

Other.....

All departments use this service.

6.) What percentage of your organisation's data is currently hosted on cloud platforms versus on premises?

<10% hosted on cloud platforms

10-25% hosted on cloud platforms - ✓

25-50% hosted on cloud platforms

50-75% hosted on cloud platforms

75-100% hosted on cloud platforms

7.) Have you implemented any policies regarding data sovereignty and/or cloud security? (If yes, please send a copy of any policies)

Yes

No

Other.....

We follow NHS Security guidelines.

8.) Please disclose any information your organisation holds relating to cyber incidents affecting your cloud systems.

None.

Ofcom/CMA Investigation

Ofcom has raised concerns that some of the largest cloud providers (like Amazon AWS and Microsoft Azure) make it difficult or expensive for organisations to switch providers. This led to a formal investigation by the CMA, which is expected to publish its final findings by 4 August 2025.

9.) Is your organisation aware of the CMA investigation into major cloud providers and the concerns around switching costs, contracts, and competition?

Yes – fully aware

Somewhat aware - ✓

Not aware

Other.....

10.) Has your organisation taken any steps in response to this (for example, discussing risks of lock-in, reviewing contracts, or exploring alternative providers)?

Yes – formal review or actions taken

Yes – informal discussions only

No steps taken - ✓

Other.....

11.) What concerns, if any, do you have with your current hyperscaler cloud provider?

Cost - ✓

Security

Reliability (e.g., SLAs/customer care)

Vendor Lock-in

Geopolitics

Environmental concerns (e.g., water usage, power consumption, emissions) - ✓

No concerns

Other.....

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