

**Freedom of Information Request**

**Ref: 25-662**

29 August 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 am writing under the Freedom of Information Act 2000 to request information about several systems and services in use at University Hospitals Bristol and Weston NHS Foundation Trust.**

**My inquiries are as follows:**

Technology	Supplier	Product / System Name	Contract Ending Date
Clinical decision support system	System C	CareFlow	31st March 2029
Patient administration system	System C	CareFlow	31st March 2029
Theatre scheduling system	Bluespier	Bluespier	31st March 2029
Electronic patient record	System C	CareFlow	31st March 2029
Hospital discharge system	System C	CareFlow	31st March 2029
Electronic prescribing and	System C	CareFlow	31st March 2029

medicines administration			
Hospital pharmacy system	System C	CareFlow	31st March 2029
Bed management system	System C	CareFlow	31st March 2029
Clinical communications system	System C	CareFlow	31st March 2029

**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.**

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.

**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 contact is on a rolling basis, Please enter '**Rolling**'.

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

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**