

**Freedom of Information Request**

**Ref: 25-671**

5 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

**I am submitting this Freedom of Information request to obtain details regarding the NHS Organisation's Radiology Picture Archiving and Communication System (PACS), associated diagnostic reporting processes, and departmental statistics.**

**Please Note: Definitions of each solution type are provided at the bottom of this request.**

**\*\*\*\*\* PACS – Information Request \*\*\*\*\***

- **Who is the current supplier of the NHS Organisation's PACS solution?**

Intelerad.

- **What is the name of the current PACS system in use?**

Insignia PACS.

- **When did the current PACS contract commence?**

14 June 2024

- **When is the current PACS contract due to expire?**

September 2025

- **Are there any contract extensions available under the current agreement?**

There are no available extension periods detailed in the contract

- **What is the total value of the current PACS contract?**

£911k

- **When is the next anticipated year of public procurement?**

Unknown. A business case is in development that will consider how to proceed with PACS procurement

• **Is the NHS Organisation's PACS part of a wider centralised radiology network (e.g. national solution or multi-NHS Organisation collaborative)? If so, can you please provide the name/identity of the collaborative solution?**

No.

**\*\*\*\*\* Diagnostic Reporting \*\*\*\*\***

• **Is Radiology Diagnostic Reporting performed within the Radiology Information System (RIS), the NHS Organisation's Electronic Patient Record (EPR), or the PACS solution?**  
Diagnostic reporting is performed within Radiology Information System.

**\*\*\*\*\* PACS – Archive Stats \*\*\*\*\***

• **What is the total number of radiology studies currently stored in the PACS archive?**  
Approximately 690k studies.

**\*\*\*\*\* NHS Organisations Departmental Statistics\*\*\*\*\***

• **How many radiology studies are undertaken by the NHS Organisation per annum?**  
2024/25 = 502,304 studies

• **How many radiology studies are distributed via the Sectra Image Exchange Portal (IEP) annually?**

Approximately 91k studies in 2024.

**\*\*\*\*\* Definitions \*\*\*\*\***

**Electronic Patient Record (EPR)**

An Electronic Patient Record (EPR) is a digital version of a patient's medical history maintained by a healthcare provider. It includes clinical data such as diagnoses, medications, treatment plans, immunisation dates, allergies, radiology images, and laboratory test results. EPR systems are designed to streamline clinical workflows, improve patient safety, and enable secure sharing of information across departments and care settings.

**Radiology Information System (RIS)**

A RIS is a specialised software system designed to manage the workflow and operations of a radiology department. It supports scheduling of imaging appointments, tracking of radiology imaging orders, storing and distributing reports, and managing patient data. RIS is often integrated with PACS and Electronic Patient Records (EPR) to ensure efficient and accurate diagnostic imaging services.

**Picture Archive Communications System (PACS)** A PACS is a medical imaging technology used for storing, retrieving, presenting, and sharing images produced by various radiology modalities such as X-ray, CT, MRI, and ultrasound. It eliminates the

**need for physical film and enables secure, digital access to images and reports across departments and locations. PACS is typically integrated with RIS and Electronic Patient Records (EPR), supporting efficient diagnostic workflows and timely clinical decision-making.**

### **Image Exchange Portal (IEP)**

**The Image Exchange Portal (IEP) is a secure platform used by NHS Organisations to share radiology images and reports electronically between NHS Organisations and other healthcare providers. It facilitates timely access to imaging data for clinical consultations, second opinions, and patient transfers, reducing the need for repeat scans and improving continuity of care.**

### **Diagnostic Reporting in Radiology**

**Diagnostic reporting in radiology refers to the process by which radiologists interpret medical images, such as X-rays, CT scans, MRIs, and ultrasounds, and generate structured clinical reports detailing their findings. These reports provide essential information for diagnosing conditions, guiding treatment decisions, and monitoring patient progress. Diagnostic reporting is typically supported by RIS and PACS systems, ensuring timely access, secure storage, and efficient communication of imaging results across clinical teams.**

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**