

**Freedom of Information Request**

**Ref: 25-722**

30 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. Digital Dictation**

- **Name of supplier & product**
- **Number of user licences**
- **Procurement method (e.g., framework)**
- **Contract start date**
- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- **Total contract value (if available)**
- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)**
- **Key internal stakeholder role/title**
- **Desired features not currently delivered (optional)**

**2. Outsourced Transcription**

- **Name of supplier & product**
- **Procurement method (e.g., framework)**
- **Contract start date**
- **Average monthly volume of letters (if available)**
- **Average monthly volume of lines (if available)**
- **Total contract value (if available)**
- **Key internal stakeholder role/title**
- **Desired features not currently delivered (optional)**

**3. Speech Recognition**

- **Name of supplier & product**
- **Number of user licences**
- **Procurement method (e.g., framework)**

- **Contract start date**
- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- **Total contract value (if available)**
- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)**
- **Key internal stakeholder role/title**
- **Desired features not currently delivered (optional)**

#### **4. Ambient AI Scribe**

- **Name of supplier & product**
- **Number of user licences**
- **Procurement method (e.g., framework)**
- **Contract start date**
- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- **Total contract value (if available)**
- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)**
- **Pilot stage (if applicable, please specify supplier, pilot duration, and scope)**
- **Key internal stakeholder role/title**
- **Desired features not currently delivered (optional)**

#### **5. Video Consultation**

- **Name of supplier & product**
- **Number of user licences**
- **Procurement method (e.g., framework)**
- **Contract start date**
- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- **Total contract value (if available)**
- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)**
- **Key internal stakeholder role/title**
- **Desired features not currently delivered (optional)**
- **Average number of video appointments per month/year**
- **% of virtual/remote consultations conducted using video vs telephone**

#### **6. Health Information Systems**

- **PAS (Patient Administration System)**
- **EPR (Electronic Patient Record)**
- **eDMS (Electronic Document Management System)**
- **RIS (Radiology Information System)**
- **LIMS (Laboratory Information Management System)**

- **e-Correspondence (e.g., Docman)**
- **Hybrid Mail (e.g., Synertec, Healthcare Communications)**
- **Patient Portal (e.g., Patient Knows Best)**

We are able to obtain this information however we have decided to apply Section 21 of the FOIA as this information is reasonably accessible in the public domain on our website on the following link: [https://www.uhbw.nhs.uk/assets/1/24-682\\_response.pdf](https://www.uhbw.nhs.uk/assets/1/24-682_response.pdf).

Section 21 of the FOIA provides that we are not obliged to provide the requested information if it is already reasonably accessible and therefore we are withholding this information at this time.

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**