

Reference:	FOI.17418.25
Subject:	Clinical systems
Date of Request:	23 May 2025

Requested:

Please provide information regarding the following system contracts:

1. Clinical Communication and Collaboration
2. Diagnostic Reporting
3. Digital Dictation
4. Document Management
5. EPR
6. Laboratory Information Management System
7. Oncology
8. Order Communications
9. Pathology
10. Patient Portal
11. Pharmacy
12. Sexual Health
13. Theatres

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a. System type –
- b. Supplier name –
- c. System name –
- d. Date installed –
- e. Contract expiration –
- f. Is this contract annually renewed? - Yes/No
- g. Do you currently have plans to replace this system? - Yes/No
- h. Procurement framework –
- i. Other systems it integrates with? –
- j. Total value of contract (£) –
- k. Notes (e.g. we are currently out to tender) –

Please provide your answer in the above format for each system.

System definitions:

Clinical Communication and Collaboration: Clinical communication and collaboration tools enable clinicians to securely electronically communicate, both individually and across teams, to co-ordinate and plan patient care. They are often delivered as mobile apps and may be embedded into clinical workflow or connected to EPRs. Some may be offered as alternatives to Bleep systems. Examples: Bleepa, Alcidion, Armour Communications, MedicBleep

Diagnostic Reporting: test results which are electronically transmitted to the clinician who ordered them, with receipt acknowledgement. This is usually a module in EPR, PACS or RIS system.

Digital Dictation: device used for recording and managing natural speech, allowing staff to verbally input a patients' note into a system without having to manually input it.

Document Management: Converts records into electronic format so that they can be viewed, moved around, and managed electronically on screen. Acts as a live filing system.

EPR: An electronic patient/health record is an electronic record of periodic health care of a single individual, provided mainly by one institution. A digital version of a patient's paper chart.

Laboratory Information Management System: Software that allows you to effectively manage pathology testing and reporting. By using a LIMS, your lab can automate workflows, integrate instruments, and manage samples and associated information.

Oncology: An Oncology Information Management solution supports the multidisciplinary teams involved in the care of patients with cancer.

Order Communications: Electronic ordering communications systems (OCS) are computer applications used to enter diagnostic and therapeutic patient care orders, for example laboratory test requests or prescriptions, and to view test results. The primary aim of the system is to remove most of the current paper-based process for requesting laboratory investigations and for receiving results.

Pathology: Pathology testing is managed electronically

Patient Portal: It is a secure online website or app that allows patients to access their health records and perform basic transactions with their providers. The portal facilitates communication, appointment scheduling, bill payment, prescription requests and other administrative tasks.

Pharmacy: Pharmacy orders and stock control is managed electronically

Sexual Health: Software designed to streamline and manage processes related to sexual health services, including appointment scheduling, patient records, and test result tracking.

Theatres: A specialist theatres system is used to manage patients and surgical procedures in theatres.

Response:

Hywel Dda University Health Board (UHB) does not hold all of the information requested, as some of the systems are National systems in place across NHS Wales.

Question 1 - This system is managed by Welsh Government (WG).

Question 7 - This system is managed by Swansea Bay University Health Board (SBUHB).

Questions 2, 6, 8, 9, 10, 11 & 13 - These systems are managed by Digital Health and Care Wales (DHCW).

We therefore recommend that you redirect these parts of your request to the Freedom of Information Teams in WG, SBUHB and DHCW, who will be able to help you with your enquiry. Contact details are as follows:-

Freedom.ofinformation@gov.wales or alternatively, you can contact: Freedom of Information Officer, Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ.

FOIA.Requests@wales.nhs.uk or alternatively, you can contact: FOIA Team, Swansea Bay University Health Board, Health Board Headquarters, 1 Talbot Gateway, Port Talbot, SA12 7BR.

DHCW.FOI@wales.nhs.uk or alternatively, you can contact: Freedom of Information Officer, Digital Health and Care Wales, Ty Glan-yr-Afon, 21 Cowbridge Road East, Cardiff CF11 9AD.

Question 5 - The UHB does not have the system detailed.

The UHB has considered the application of an exemption under Section 43 of the Freedom of Information Act 2000 (FoIA) to the contract costs requested for questions 3j, 4j and 12j as they relate to third parties and would be prejudicial to their commercial interests. Section 43(2) exempts information, where disclosure would or would be likely to prejudice the commercial interests of any company.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure: There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure: Disclosure of this information would have a direct impact and cause substantial harm to the suppliers, as it would disclose their pricing and products/services provided to the UHB, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision: - The UHB has consulted with the three (3) third parties and has taken their comments into consideration. It has therefore been decided that releasing all the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the provider's competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

The UHB considers that the public interest in withholding the contract costs for question 3j, is greater than the interest in disclosing it, as it is anticipated that disclosure of the information would be likely to give unfair commercial advantage to competitors of the company concerned.

However, as part of the consultation process and the Public Interest Test considerations, Civica and Idox have consented to the disclosure of the contract costs for questions 4j and 12j and as such, these have not been included within the Section 43 exemption and have been provided below and overleaf.

Whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides the information it holds for questions 3, 4 and 12 within the tables below.

3a.	System type	Digital Dictation
3b.	Supplier name	T-Pro
3c.	System name	T-Pro
3d.	Date installed	September 2020
3e.	Contract expiration	25 April 2026
3f.	Is this contract annually renewed? Yes/No	Yes
3g.	Do you currently have plans to replace this system? - Yes/No	No
3h.	Procurement framework	NHS Shared Business Services (SBS) Digital Dictation, Speech Recognition and Outsourced Transcription Framework Agreement (SBS/20/SM/WCC/9423)
3i.	Other systems it integrates with?	Welsh Patient Administration system (WPAS)
3j.	Total value of contract (£)	Section 43 exemption applied
3k.	Notes	N/A

4a.	System type	Document Management
4b.	Supplier name	Civica UK Limited
4c.	System name	CITO
4d.	Date installed	1 April 2022
4e.	Contract expiration	31 March 2027
4f.	Is this contract annually renewed? - Yes/No	No
4g.	Do you currently have plans to replace this system? - Yes/No	No
4h.	Procurement framework	Direct Award via the London Procurement Partnership (LPP) – Digital Document Solutions – Solution 6: EDRMS
4i.	Other systems it integrates with?	WCP
4j.	Total value of contract (£)	£285,614.40 over 2 years (including VAT)
4k.	Notes - e.g. we are currently out to tender	N/A

12a.	System type	Sexual Health
12b.	Supplier name	Idox
12c.	System name	Lilie
12d.	Date installed	August 2021

12e.	Contract expiration	28 February 2026
12f.	Is this contract annually renewed? Yes/No	Yes
12g.	Do you currently have plans to replace this system? - Yes/No	No
12h.	Procurement framework	Crown Commercial Service (CCS) Framework -R6259 Vertical Application Solutions Lot 2
12i.	Other systems it integrates with?	Welsh Laboratory Information Management System (WLIMS)
12j.	Total value of contract (£)	£1,4218.75 per annum
12k.	Notes	N/A