

Reference:	FOI.12425.23
Subject:	Clinical systems
Date of Request:	11 August 2023

Requested:

Please provide information regarding the following systems:

1. Clinical noting
2. EPR
3. Finance
4. Finance BI and analytics system
5. Genomics platform
6. HR
7. Patient Engagement Portal
8. Payroll
9. Population health management
10. Procurement Software
11. Video Consultation
12. Virtual Wards

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 noting: A clinical noting documentation system that enables the electronic recording, storage and retrieval recording of patient medical records related to a patient's diagnosis and care during an inpatient hospital visit or encounter.

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.

Finance: This is a financial management and accounting solution used alongside HR software. Suppliers here include Unit4

Finance BI and analytics system: Tools used for transforming and analysing financial and related data sets.

Genomics platform: Collects and stores genome data.

Patient Engagement Portal: It is a digital platform used by healthcare providers across the system to securely share data and interact with patients/carers to better support/manage patient's health and wellbeing.

Population Health Management: Population health management platforms cover the set of IT capabilities and related services that enable provider organizations to manage populations of patients and achieve the specific quality, cost and experience goals.

Procurement Software: Procurement software is a business software that allows enterprises to automate their entire source-to-pay cycle. Right from analysing and managing spends to managing contracts and making invoice payments.

Video Consultation: Is a system that is used when a patient speaks to a doctor or healthcare professional using the video camera in their smartphone, tablet or computer.

Virtual Wards: Virtual wards, also known as virtual care wards or hospital-at-home programs, are healthcare models that aim to provide hospital-level care to patients in their own homes. These programs typically utilise telehealth technologies, hardware, and remote monitoring systems to deliver medical care and supervision to patients who would otherwise require hospitalization. Please list the different hardware and systems used.

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.

For questions 3, 4, 6, 8 and 10, these systems are managed by NHS Wales Shared Services Partnership (NWSSP) and for question 11, this system is 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 NWSSP and DHCW, who will be able to help you with your enquiry. Contact details are as follows:-

shared.services@wales.nhs.uk or NWSSP, Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

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.

The UHB does not have the systems detailed in questions 1, 2, 5, 9 and 12. However, the UHB has provided below the information requested in relation to question 7.

7a.	System type	Patient Engagement Portal
7b.	Supplier name	Healthcare Communications
7c.	System name	Envoy Messenger
7d.	Date installed	2022
7e.	Contract expiration	March 2024

7f.	Is this contract annually renewed? Yes/No	No
7g.	Do you currently have plans to replace this system? - Yes/No	Yes
7h.	Procurement framework	Yes, via procurement in NWSSP
7i.	Other systems it integrates with?	Not applicable
7j.	Total value of contract (£)	£4,995
7k.	Notes	

Please note:- for the system above, the UHB is utilising some modules of patient engagement portal, such as one way text messaging.