

Reference:	FOI.13164.23
Subject:	Clinical systems
Date of Request:	16 November 2023

Requested:

Please provide information regarding the following systems:

1. ePOA
2. E-Rostering (staffing)
3. Laboratory Information Management System
4. Live operational dashboard system
5. Outcomes/performance benchmarking
6. Pathology PACS
7. Patient Administration System
8. Patient Portal
9. Pharmacy
10. Radiology Information Systems
11. Sexual Health

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:

ePOA: A digital platform/app that streamlines the pre-operative assessment process, replacing traditionally paper-based tasks with electronic data collection for efficiency. It allows patients to provide essential information online before their hospital visit and engage in a structured assessment, often with a nurse, to ensure a smooth and efficient preparation for surgery. Some suppliers include, AireLogic, Definition Health, OpenMedical.

E-Rostering (staffing): An electronic staff management tool that enables trusts to plan staffing requirements, report on enhanced hours, overtime, sickness, TOIL and annual leave.

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.

Live operational dashboard system: Live operational dashboard system-this is a toolset developed to provide clinicians with the relevant and timely information they need to support daily decision making that improve quality of patient care.

Outcomes/performance benchmarking: These systems enable a trust to compare their key clinical outcomes indicators, such as mortality, length of stay and readmission rates, with other NHS trusts.

Pathology PACS: Software for digital storage and management of pathology images, like tissue samples and slides, to aid healthcare analysis and to enhance efficiency and accuracy of pathological examinations. This is sometimes referred to as a Digital Pathology system.

Patient Administration System: These are the core enterprise systems, containing a Master Patient Index, used by NHS trusts to enable them to know when a patient has arrived, who they are, who they were seen by, what treatment they received and what happened to them. This core functionality, needed by every trust, covers admission, discharge and transfer.

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

Radiology Information Systems: Radiology results and reporting are managed electronically.

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

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.

Therefore, for question 5d, as this system is managed by NHS Wales Shared Services Partnership (NWSSP), we recommend that you redirect this part of your request to the Freedom of Information Team in NWSSP, 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.

Additionally, the UHB has applied an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA), as some of the information requested is accessible by another means. The UHB has answered similar Freedom of Information requests which are already within the public domain, that detail the information required for questions 2, 3, 6, 7, 9 and 10, the following FOIs are available on our disclosure log:

- FOI.8598.22 - Electronic Patient Record (EPR) system and Patient Administration System (PAS)
- FOI.9019.22 – Clinical systems
- FOI.9778.22 – Information system contract details

- FOI.11338.23 – Information systems

For ease of reference, please click on the link below, which will take you directly to the UHB's disclosure log webpage:

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://nhs.uk/disclosure-log/hywel-dda-university-health-board)

The UHB does not have the systems detailed in questions 1 and 4. However, the UHB provides the information requested in relation to questions 5, 8 and 11 overleaf.

5a.	System type	Benchmarking
5b.	Supplier name	CHKS
5c.	System name	Insight
5d.	Date installed	Not held
5e.	Contract expiration	September 2024
5f.	Is this contract annually renewed? Yes/No	Yes
5g.	Do you currently have plans to replace this system? - Yes/No	Yes
5h.	Procurement framework	Via procurement in NWSSP on an All Wales basis
5i.	Other systems it integrates with?	Not applicable
5j.	Total value of contract (£)	All Wales contract
5k.	Notes	

8a.	System type	Patient Portal
8b.	Supplier name	Patient Knows Best
8c.	System name	Patient Knows Best
8d.	Date installed	2017
8e.	Contract expiration	30 November 2025
8f.	Is this contract annually renewed? Yes/No	Yes
8g.	Do you currently have plans to replace this system? - Yes/No	No
8h.	Procurement framework	G-cloud
8i.	Other systems it integrates with?	None
8j.	Total value of contract (£)	£268,006.00
8k.	Notes	

11a.	System type	Sexual Health
11b.	Supplier name	Idox
11c.	System name	Lilie
11d.	Date installed	August 2021
11e.	Contract expiration	29 February 2024
11f.	Is this contract annually renewed? Yes/No	Yes
11g.	Do you currently have plans to replace this system? - Yes/No	Yes, via All Wales procurement exercise planned.
11h.	Procurement framework	SQA

11i.	Other systems it integrates with?	Laboratory Information Management System(LIMS)
11j.	Total value of contract (£)	£10,991.97 per annum
11k.	Notes	