

Reference:	FOI.18048.25
Subject:	Radiology Picture Archiving Communications System (PACS)
Date of Request:	11 August 2025

Requested:

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

1. PACS – Information Request
 - a. Who is the current supplier of the NHS Organisation’s PACS solution?
 - b. What is the name of the current PACS system in use?
 - c. When did the current PACS contract commence?
 - d. When is the current PACS contract due to expire?
 - e. Are there any contract extensions available under the current agreement?
 - f. What is the total value of the current PACS contract?
 - g. When is the next anticipated year of public procurement?
 - h. 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?
2. Diagnostic Reporting
 - a. Is Radiology Diagnostic Reporting performed within the Radiology Information System (RIS), the NHS Organisation’s Electronic Patient Record (EPR), or the PACS solution?
3. PACS – Archive Stats
 - a. What is the total number of radiology studies currently stored in the PACS archive?
4. NHS Organisations Departmental Statistics
 - a. How many radiology studies are undertaken by the NHS Organisation per annum?
 - b. How many radiology studies are distributed via the Sectra Image Exchange Portal (IEP) annually?

***** 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.

Response:

1. Hywel Dda University Health Board (UHB) provides the requested information within the table below.

a.	PACS solution supplier	Fujifilm. Supplied by Digital Health and Care Wales (DHCW)
b.	PACS system in use	Synapse
c.	PACS contract start date	February 2014
d.	PACS expiry date	August 2026
e.	Any contract extensions available under the current agreement?	Yes, currently in use
f.	Total value of the current PACS contract	Not held – the contract forms part of a national framework.
g.	When is the next anticipated year of public procurement?	New contract procured by DHCW to go live October 2025
h.	Is the PACS part of a wider centralised radiology network?	National Solution of Synapse deployment

As the UHB does not hold all of the information requested, we suggest you contact the Freedom of Information Team in DHCW, who may be able to help you further with your enquiry. Contact details are as follows:-

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.

2. The UHB confirms that its Radiology Diagnostic Reporting is performed within its PACS and Radiology Information System (RIS).
3. The UHB has approximately 6,900,000 Radiology studies currently stored in the PACS archive.
- 4a. The UHB undertakes approximately 450,000 Radiology studies per annum.

4b. The UHB confirms that approximately 6,500 Radiology studies are distributed via the Sectra Image Exchange Portal (IEP) per annum.