

<b>Reference:</b>	FOI.15138.24
<b>Subject:</b>	Systems and contracts
<b>Date of Request:</b>	27 August 2024

**Requested:**

**Digital Dictation**

1. Do you use Digital Dictation? If yes, could you please answer the following questions:
  - a. Name of the supplier & product?
  - b. How many user licences do you have?
  - c. What procurement method (if any) was used to obtain this system, i.e. what framework?
  - d. The contract start date?
  - e. The contract expiry date?
  - f. Total contract value?
  - g. Is the product integrated with PAS or EPR?
  - h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
  - i. What is the person(s) email and telephone number?
  - j. What would you like to see in this product that is currently not being delivered?

**Outsourced Transcription**

2. Do you use Outsourced Transcription? If yes, could you please answer the following questions:
  - a. Name of the supplier?
  - b. What procurement method (if any) was used to obtain this system, i.e. what framework?
  - c. The contract start date:
  - d. Volume of letters per month:
  - e. Total contract value:
  - f. What is the name(s) and position(s) of the key internal stakeholder(s) for this service:
  - g. What is the person(s) email and telephone number:
  - h. What would you like to see in this product that is currently not being delivered:

**Speech Recognition**

3. Do you use Speech Recognition? If yes, could you please answer the following questions:
  - a. Name of the supplier & product?
  - b. How many user licences do you have?
  - c. What procurement method (if any) was used to obtain this system, i.e. what framework?
  - d. The contract start date?
  - e. The contract expiry date?
  - f. Total contract value?
  - g. Is the product integrated with PAS or EPR?
  - h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
  - i. What is the person(s) email and telephone number?
  - j. What would you like to see in this product that is currently not being delivered?

**Ambient AI Scribe**

4. Do you use AI-enabled Ambient Scribe? If yes, could you please answer the following questions:
  - a. Name of the supplier & product?

- b. How many user licences do you have?
- c. What procurement method (if any) was used to obtain this system, i.e. what framework?
- d. The contract start date?
- e. The contract expiry date?
- f. Total contract value?
- g. Is the product integrated with PAS or EPR?
- h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- i. What is the person(s) email and telephone number?
- j. What would you like to see in this product that is currently not being delivered?

### **Video Consultation**

5. Do you use Video Consultation? If yes, could you please answer the following questions:
  - a. Name of the supplier & product?
  - b. How many user licences do you have?
  - c. What procurement method (if any) was used to obtain this system, i.e. what framework?
  - d. The contract start date?
  - e. The contract expiry date?
  - f. Total contract value?
  - g. Is the product integrated with PAS or EPR?
  - h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
  - i. What is the person(s) email and telephone number?
  - j. What would you like to see in this product that is currently not being delivered?
  - k. How many user licences do you have?
  - l. What % of virtual/remote consultations are conducted using video vs telephone?

### **Health Information Systems**

6. What supplier(s) do you use for the following?
  - a. PAS (Patient Administration System)
  - b. EPR (Electronic Patient Record)
  - c. eDMS (Electronic Document Management System)
  - d. RIS (Radiology Information System)
  - e. LIMS (Laboratory Information Management System)
  - f. e-Correspondence (e.g. Docman)
  - g. Hybrid Mail (e.g. Synertec)
  - h. Patient Portal

### **Response:**

Hywel Dda University Health Board (UHB) has applied a Section 21 exemption of the Freedom of Information Act 2000 (FoIA), as some of the information requested is already within the public domain and is accessible by another means. The UHB has answered similar Freedom of Information requests, which are available on our disclosure log.

- FOI.11338.23 – Systems
- FOI.11378.23 – Information systems
- FOI.11729.23 – Clinical systems
- FOI.12425.23 – Clinical systems

- FOI.13164.23 – Clinical systems
- FOI.14431.24 – IT solutions
- FOI.14499.24 – interpretation and translation services

For ease of reference, please click on the attached link, 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)

Additionally, contact details for the UHB's Executive Directors are already in the public domain and are available on the UHB's website. For ease of reference, the link has been provided below, which will take you to the relevant webpage:

[Board members - Hywel Dda University Health Board \(nhs.wales\)](https://nhs.uk/board-members)

1. The UHB confirms that it does use Digital Dictation and provides the requested information within the table below.

a. Name of the supplier and product	See request FOI.11378.23
b. Number of user licences	No fixed number of users; number is dependent on active users
c. Procurement method	G-Cloud 12 (RM 1557.12
d. Contract start date	See request FOI.11378.23
e. Contract expiry date	25 April 2025
f. Total contract value	Up to £499,000.00
g. Integrated with PAS or EPR	See request FOI.11378.23
h. name(s) and position(s) of the key internal stakeholder(s) for this service	Overall responsibility sits with Huw Thomas, Executive Director of Finance.
i. What is the person(s) email and telephone number	Section 21 applied – link provided above
j. What would you like to see in this product that is currently not being delivered?	*Not a valid FOI request

\*The Freedom of Information Act 2000 (FoIA) covers any recorded information that is held by a public authority; recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings. The FoIA does not cover information on estimates, opinions or recommendations. The UHB has an obligation to provide information already in recorded form but cannot create new information to answer a question.

2. The UHB confirms that it does use Outsourced Transcription and provides the requested information within the table overleaf.

a. Name of the supplier	See request FOI.14499.24
b. Procurement method	
c. Contract start date	
d. Volume of letters per month	Average of 12.6 letters per month for the 2023/24 financial year.
e. Total contract value	Not held, as no contract in place. However, the annual spend was £8,487.64.for the 2023/24 financial year.

f. name(s) and position(s) of the key internal stakeholder(s) for this service	Overall responsibility sits with Huw Thomas, Executive Director of Finance.
g. What is the person(s) email and telephone number	Section 21 applied – link provided above
h. What would you like to see in this product that is currently not being delivered?	*Not a valid FOI request – See information in response to 1j.

3. The UHB confirms that it does use Speech Recognition and provides the requested information within the table below.

a. Name of the supplier and product	TPRO
b. Number of user licences	No fixed number of users - number is dependent on active users
c. Procurement method	G-Cloud 12 (RM 1557.12)
d. Contract start date	June 2021
e. Contract expiry date	25 April 2025
f. Total contract value	Up to £499,000.00
g. Integrated with PAS or EPR	No
h. name(s) and position(s) of the key internal stakeholder(s) for this service	Overall responsibility sits with Huw Thomas, Executive Director of Finance.
i. What is the person(s) email and telephone number	Section 21 applied – link provided above
j. What would you like to see in this product that is currently not being delivered?	*Not a valid FOI request – See information in response to 1j.

4. The UHB confirms that it does use Artificial Intelligence (AI) enabled Ambient Scribe and provides the requested information within the table below.

a. Name of the supplier and product	T-Pro
b. No fixed number of user -	No fixed number of user - number is dependent on active users
c. Procurement method	G-Cloud 12 (RM 1557.12)
d. Contract start date	June 2021
e. Contract expiry date	25 April 2025
f. Total contract value	Up to £499,000.00
g. Integrated with PAS or EPR	No
h. name(s) and position(s) of the key internal stakeholder(s) for this service	Overall responsibility sits with Huw Thomas, Executive Director of Finance.
i. What is the person(s) email and telephone number	Section 21 applied – link provided above
j. What would you like to see in this product that is currently not being delivered?	*Not a valid FOI request – See information in response to 1j.

5. The UHB confirms that it does use Video Consultation and provides the requested information within the table below.

a. Name of the supplier and product	See FOI.12425.23
b. No fixed number of user -	
c. Procurement method	
d. Contract start date	
e. Contract expiry date	

f. Total contract value	
g. Integrated with PAS or EPR	
h. name(s) and position(s) of the key internal stakeholder(s) for this service	Overall responsibility sits with Huw Thomas, Executive Director of Finance.
i. What is the person(s) email and telephone number	Section 21 applied – link provided above
j. What would you like to see in this product that is currently not being delivered?	*Not a valid FOI request – See information in response to 1j.

6. The UHB provides the requested information within the table below.

a. Patient Administration System (PAS)	See request FOI.14431.24
b. Electronic Patient Record (EPR)	Digital Health and Care Wales (DHCW)
c. Electronic Document Management System (eDMS)	See request FOI.11729.23
d. Radiology Information System (RIS)	See request FOI.11338.23
e. Laboratory Information Management System (LIMS)	See request FOI.11338.23
f. e-Correspondence (e.g. Docman)	See request FOI.11729.23
g. Hybrid Mail (e.g. Synertec)	NetCall
h. Patient Portal	See request FOI.13164.24