

Reference:	FOI.18252.25
Subject:	Systems and contracts
Date of Request:	2 September 2025

Requested:

1. Digital Dictation

- a. Name of supplier & product
- b. Number of user licences
- c. Procurement method (e.g., framework)
- d. Contract start date
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- f. Total contract value (if available)
- g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- h. Key internal stakeholder role/title
- i. Desired features not currently delivered (optional)

2. Outsourced Transcription

- a. Name of supplier & product
- b. Procurement method (e.g., framework)
- c. Contract start date
- d. Average monthly volume of letters (if available)
- e. Average monthly volume of lines (if available)
- f. Total contract value (if available)
- g. Key internal stakeholder role/title
- h. Desired features not currently delivered (optional)

3. Speech Recognition

- a. Name of supplier & product
- b. Number of user licences
- c. Procurement method (e.g., framework)
- d. Contract start date
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- f. Total contract value (if available)
- g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- h. Key internal stakeholder role/title
- i. Desired features not currently delivered (optional)

4. Ambient AI Scribe

- a. Name of supplier & product
- b. Number of user licences
- c. Procurement method (e.g., framework)
- d. Contract start date
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- f. Total contract value (if available)
- g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- h. Pilot stage (if applicable, please specify supplier, pilot duration, and scope)
- i. Key internal stakeholder role/title
- j. Desired features not currently delivered (optional)

5. Video Consultation

- a. Name of supplier & product
- b. Number of user licences
- c. Procurement method (e.g., framework)
- d. Contract start date
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- f. Total contract value (if available)
- g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- h. Key internal stakeholder role/title
- i. Desired features not currently delivered (optional)
- j. Average number of video appointments per month/year
- k. % of virtual/remote consultations conducted using video vs telephone

6. Health Information Systems

- 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, Healthcare Communications)
- h. Patient Portal (e.g., Patient Knows Best)

Response:

Section 21(1) - Information accessible by other means

The 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 a similar Freedom of Information request, which is available on our disclosure log.

- FOI.15138.24 – Systems and contracts

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 \(nhs.wales\)](#)

Additionally, contact details for the UHB's Executive Directors are already in the public domain and 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 \(nhs.wales\)](#)

Section 43(2) - Commercial interests

The UHB considers that Section 43 of the FoIA applies to some of the information requested for question 2 of your request, as answering would be prejudicial to 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 the information being requested, could potentially weaken the commercial position of TP Transcription Limited by revealing their contract cost in a competitive market. It is not within the expectation of TP Transcription Limited that their individual contract details would be released into the public domain, and this in turn could give an unfair advantage to the supplier's competitors.

Decision: The UHB has considered that releasing the information under the FoIA, to which the UHB is subject, will demonstrate that public funds are being used correctly and do provide a value for money service, in turn building public confidence. The UHB believes that there is a wider established public interest in demonstrating the effective use of public funds.

The UHB sought third party comments from the transcription provider, who approved the disclosure of their costs. Therefore, the UHB has concluded that the public interest in disclosing the contract value is greater than the interest in withholding it.

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

a. Name of the supplier and product	TP Transcription LTD - TPro
b. Number of user licences	836 licenses
c. Procurement method (e.g., framework)	Direct Award via the NHS Shared Business Services (SBS) Digital Dictation, Speech Recognition and Outsourced Transcription Framework Agreement
d. Contract start date	April 2025
e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)	April 2026
f. Total contract value	£170,697.60
g. Integrated with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)	None
h. Key internal stakeholder role/ title	Overall responsibility sits with Huw Thomas, Executive Director of Finance.
i. Desired features not currently 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 services and provides the requested information within the table below.

a. Name of the supplier and product	TP Transcription Limited – Provision of Ad-Hoc Transcription Service
b. Procurement method (e.g, framework)	Procured via a tender exercise
c. Contract start date	14 May 2025
d. Volume of letters per month	Zero (0)
e. Volume of lines per month	Not held
f. Total contract value	£12,000.00 for 12 months
g. Key internal stakeholder(s) role/ title	Overall responsibility sits with Lisa Gostling, Deputy Chief Executive and Executive Director of Workforce and Organisational Development.
h. Desired features not currently delivered (optional)	*Not a valid FOI request – See information in response to 1i.

3. The UHB confirms that Speech Recognition is a feature of TPro software, the contract details of which are provided within question 1 above.

3b. The UHB confirms it has 566 users.

4. The UHB confirms that it does not use an Artificial Intelligence (AI) enabled Ambient Scribe.

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

a. Name of the supplier and product	Attend Anywhere
b. Number of user licenses	Unlimited
c. Procurement method (e.g., framework)	Direct Award via HTE ICT Solutions Three (3) framework agreement
d. Contract start date	1 April 2025
e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)	31 March 2026
f. Total contract value	£46,949.00
g. Integrated with PAS or EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)	None
h. Key internal stakeholder(s) role/ title	Overall responsibility sits with Huw Thomas, Executive Director of Finance.
i. Desired features not currently delivered (optional)	*Not a valid FOI request – See information in response to 1i.
j. Average number of video appointments per month/ year	1,133
k. % of virtual/ remote consultations conducted using video vs telephone	Not held

6. A section 21 exemption has been applied to part of your request (see full explanation above). Details not covered by the section 21 exemption are provided within the table below.

f. e-Correspondence (e.g. Docman)	Unknown
g. Hybrid Mail (e.g. Synertec)	PSL Print Management