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University Health Board

## Freedom of Information Act 2000 - Request Reference FoI/21/517

### System Data

#### Information Requested:

##### Digital Dictation

Do you use Digital Dictation? If yes, could you please answer the following questions:

- Name of the supplier & product: BigHand
- What procurement method (if any) was used to obtain this system i.e. what framework:
- The contract start date: Client PC software installed at various dates as required
- The contract end date: Annual maintenance and support contract runs from 1st January through 31st December each year
- Total contract value: After considering your request, Cardiff and Vale University Health Board (the UHB) considers this information to be exempt from disclosure under the Freedom of Information Act 2000 (Section 43) Commercial Interests. This section of the Act sets out an exemption from the right to know if:
  - the information requested is a trade secret, or
  - Release of the information is likely to prejudice the commercial interests of any person. (A person may be an individual, a company, the public authority itself or any other legal entity).

This exemption was considered by the UHB when deciding whether to disclose information because it considered that in doing so there could be a significant risk in prejudicing the commercial interests of both Cardiff University and the UHB. As this is a qualified exemption, the UHB is required to complete a public interest test in deciding whether it is in the public's interest to withhold or disclose the information.

**In favour of disclosure:** There is a public interest in transparency and in the accountability of spending 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.

**Against disclosure:** It has been established that releasing the information sought under the Freedom of Information Act, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. There is a risk of disclosure prejudicing the commercial interests of the UHB by affecting its bargaining position with suppliers. This in turn could lead to less effective use of public funds in future. The UHB believes that there is wider established public interest in suppliers not being prejudiced merely because they have contracted with a public sector body (as upheld in ICO decision notice FS50473543 ICO v Royal Marsden Hospital Trust).





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**Decision:** The UHB considers that the public interest in withholding the information is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors of the supplier to which this information concerns. The UHB believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. It was therefore decided that it was not in the public's interest to disclose this information.

- Is the product integrated with PAS or EPR?
- What is the name, position and contact email/telephone number of the key internal stakeholder for this service? After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.
- What would you like to see in this product that is currently not being delivered? - The UHB does not hold this information.

### Speech Recognition

Do you use Speech Recognition? If yes, could you please answer the following questions:

- Name of the supplier & product: N/A – None Installed
- What procurement method (if any) was used to obtain this system i.e. what framework:
- The contract start date:
- The contract end date:
- Total contract value:
- Is the product integrated with PAS or EPR?
- What is the name, position and contact email/telephone number of the key internal stakeholder for this service?
- What would you like to see in this product that is currently not being delivered? - The UHB does not hold this information.

### Outsourced Transcription

Do you use Outsourced Transcription? If yes, could you please answer the following questions:





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- Name of the supplier: N/A – None Installed.
- What procurement method (if any) was used to obtain this system i.e. what framework:
- The contract start date:
- Volume of letters per month:
- What is the name, position and contact email/telephone number of the key internal stakeholder for this service?
- What would you like to see in this product that is currently not being delivered? - The UHB does not hold this information.

### Online Clinic / Video Consultation

Do you use Online Clinic/Video Consultation? If yes, could you please answer the following questions:

- Name of the supplier & product: Attend Anywhere and Consultant Connect.
- What procurement method (if any) was used to obtain this system i.e. what framework:
- The contract start date:
- The contract end date:
- Total contract value: After considering your request, Cardiff and Vale University Health Board (the UHB) considers this information to be exempt from disclosure under the Freedom of Information Act 2000 (Section 43) Commercial Interests. This section of the Act sets out an exemption from the right to know if:
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### Health Information Systems

What suppliers do you use for the following?

- PAS (Patient Administration System) - Not applicable, developed in house.
- EPR (Electronic Patient Record) - PARIS
- eDMS (Electronic Document Management System) N/A - the UHB does not use this service.
- RIS (Radiology Information System) - RADIS
- Outward mailing service provider – N/A

