

Freedom of Information Act 2000 - Request Reference FoI/22/461
Clinical Systems

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

1. System type – Accident & Emergency

- **Supplier name** – In house.
- **System name** – Patient Management System (PMS)
- **Date installed** – N/A
- **Contract expiration** – N/A
- **Is this contract annually renewed?** – N/A
- **Do you currently have plans to replace this system?** – No
- **Procurement framework** – N/A
- **Other systems it integrates with?** – PMS provides a base demographic for multiple systems throughout the UHB
- **Total value of contract (£)** – N/A
- **Notes - e.g. we are currently out to tender** – None.

2. System type – Digital Dictation

- **Supplier name** – Big hand
- **System name** – Big Hand for Healthcare
- **Date installed** – Installed at various dates as required
- **Contract expiration** – Annual maintenance (01.01.22 – 01.01.23)
- **Is this contract annually renewed?** – Yes
- **Do you currently have plans to replace this system?** - Yes/No

- **Procurement framework** – SBS Framework
- **Other systems it integrates with?** – None
- **Total value of contract (£)** – * Please see the Section 43 Exemption set out at the end of the request.
- **Notes** - e.g. we are currently out to tender

System type – Digital Dictation

- **Supplier name** Dictate IT
- **System name** – Dictate Live and Dictate Swift
- **Date installed** – Installed from September 2021
- **Contract expiration** – 1 year + 1
- **Is this contract annually renewed?** - No
- **Do you currently have plans to replace this system?** – will go out to tender after end of contract
- **Procurement framework** – SBS Framework
- **Other systems it integrates with?** – none as yet
- **Total value of contract (£)** – * Please see the Section 43 Exemption set out at the end of the request.

System type – Digital Dictation

- **Supplier name** – G2 Speech
- **System name** – Medical Dictation
- **Date installed** – 02/06/2022
- **Contract expiration** – 01/06/2023
- **Is this contract annually renewed?** - Yes
- **Do you currently have plans to replace this system?** – Yes, Dental have already moved over to Dictate Swift

- **Procurement framework** – Purchased through dental admin
- **Other systems it integrates with?** – Generic Letters/PMS
- **Total value of contract (£)** – * Please see the Section 43 Exemption set out at the end of the request.

3. System type – Document Management

- **Supplier name** CCube Solutions
- **System name** - CCube EDRM
- **Date installed** - 2013
- **Contract expiration** - May 2022 (01.01.2021 – 30.04.2023)
- **Is this contract annually renewed?** - No
- **Do you currently have plans to replace this system?** – No
- **Procurement framework** – QE Framework, National Clinical IT Framework
- **Other systems it integrates with?** – Oracle, PMS, Clinical Portal
- **Total value of contract (£)** – * Please see the Section 43 Exemption set out at the end of the request.
- **Notes** - e.g. we are currently out to tender

4. System type – Scheduling

- **Supplier name** – In house.
- **System name** – Patient Management System (PMS)
- **Date installed** – N/A
- **Contract expiration** – N/A
- **Is this contract annually renewed?** – N/A

- **Do you currently have plans to replace this system?** – No
- **Procurement framework** – N/A
- **Other systems it integrates with?** – PMS provides a base demographic for multiple systems throughout the UHB
- **Total value of contract (£)** – N/A
- **Notes - e.g. we are currently out to tender** – None.

*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).

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.

System definitions:

Accident & Emergency - A specialist system used to manage patients and patient clinical notes in the Emergency Department (ED)

Digital Dictation – Device used for recording and managing natural speech, allowing staff to verbally input a patients' note into a system without having to manually input it.

Document Management - Converts records into electronic format so that they can be viewed, moved around, and managed electronically on screen. Acts as a live filing system.

Scheduling - Enterprise level systems that are designed to effectively and efficiently allocate resources (staff, equipment, treatment and even data) to patients at the necessary time and place. Systems in this area range from appointment booking, typically for clinic slots, through to far more sophisticated SAP-style resource allocation and scheduling systems.