

Freedom of Information Act 2000 – Request Reference FoI/23/596
Clinical Systems – Revised Response

Please provide information regarding the following 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. ePOA

- a) System type - .Net application
- b) Supplier name - System built in-house
- c) System name - ePOAC
- d) Date installed - Still in development stage as a beta version, final version not rolled out
- e) Contract expiration -
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes - Internal development being carried out by the Digital team

2. E-Rostering (staffing)

- a) System type - E-Rostering system
- b) Supplier name - Allocate via SoftCat
- c) System name - HealthRoster
- d) Date installed - May 2021
- e) Contract expiration - August 2025
- f) Is this contract annually renewed? - No
- g) Do you currently have plans to replace this system? -
- h) Procurement framework - HealthTrust Europe
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes -

- a) System type - E-Rostering system
- b) Supplier name -
- c) System name - CLWRota
- d) Date installed - April 2023
- e) Contract expiration - April 2024
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -

- j) Total value of contract (£) -
- k) Notes -

- a) System type - E-Rostering system
- b) Supplier name -
- c) System name - MediRota
- d) Date installed - April 2022
- e) Contract expiration - April 2024
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes -

3. Laboratory Information Management System

- a) System type - LIMS
- b) Supplier name - Intersystems (via Digital Health and Care Wales (DHCW) contract)
- c) System name - Trakcare Lab
- d) Date installed - 24/11/2014 at Cardiff and Vale University Health Board
- e) Contract expiration - Information not held
- f) Is this contract annually renewed? - No
- g) Do you currently have plans to replace this system? -
- h) Procurement framework - DHCW
- i) Other systems it integrates with? -
- j) Total value of contract (£) - Information not held
- k) Notes - DHCW have extended the contract to take new Trakcare Lab Enterprise product. For more information, please refer to the following link: [Digital Health and Care Wales: Freedom of Information](#).

4. Live operational dashboard system

- a) System type - Business informatics
- b) Supplier name - IBM
- c) System name - Cognos Analytics
- d) Date installed - 2005
- e) Contract expiration -
- f) Is this contract annually renewed? - Perpetual licences with annual support
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes -

- a) System type - Business informatics
- b) Supplier name - Lightfoot Solutions
- c) System name - Signals from Noise
- d) Date installed - 2019
- e) Contract expiration - 2024
- f) Is this contract annually renewed? - Yes
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes -

- a) System type - Business informatics
- b) Supplier name - Microsoft
- c) System name - Power BI
- d) Date installed -
- e) Contract expiration -
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes

5. Outcomes/performance benchmarking

- a) System type - Business informatics
- b) Supplier name - CHKS
- c) System name - iCompare
- d) Date installed -
- e) Contract expiration - 2024
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes - All Wales contract

6. Pathology PACS

- a) System type -
- b) Supplier name -
- c) System name -
- d) Date installed -
- e) Contract expiration -

- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes - The UHB does not hold this information. Please refer to the following weblink which you might find of use: [Digital Health and Care Wales: Freedom of Information](#).

7. Patient Administration System

- a) System type - Patient administration system
- b) Supplier name - Civica UK Limited
- c) System name - Paris (being renamed to Civica Care)
- d) Date installed - 2005
- e) Contract expiration - 31/03/2024
- f) Is this contract annually renewed? - No
- g) Do you currently have plans to replace this system? -
- h) Procurement framework - CCS Framework RM1042 Lot 6
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes - Contract currently under renewal

- a) System type - Patient administration system
- b) Supplier name - Developed in-house
- c) System name - Patient Management System
- d) Date installed -
- e) Contract expiration -
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes -

8. Patient Portal

- a) System type - Patient portal
- b) Supplier name - System built in-house
- c) System name - Clinical Portal (in-house developed and supported) and Welsh Clinical Portal (national in-house system)
- d) Date installed -
- e) Contract expiration -
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -

- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes -

9. Pharmacy

- a) System type - Pharmacy information system
- b) Supplier name - WellSky/CareFlow
- c) System name - WellSky
- d) Date installed - August 2021
- e) Contract expiration -
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? -
- h) Procurement framework -
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes - Cardiff and Vale University Health Board (the UHB) does not hold information for e), f), g), h), i) and j). Please refer to the following link which you might find of use: [Digital Health and Care Wales: Freedom of Information](#).

10. Radiology Information Systems

- a) System type - Radiology information system
- b) Supplier name - DHCW
- c) System name - RADIS 2.2
- d) Date installed - May 2014
- e) Contract expiration - January 2026
- f) Is this contract annually renewed? - No
- g) Do you currently have plans to replace this system? -
- h) Procurement framework - National Framework Partnership led by DHCW
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes - Contract awarded to new supplier for 2026

11. Sexual Health

- a) System type - Electronic Patient Record (EPR) for integrated sexual health
- b) Supplier name - Dedalus
- c) System name - Mill (originally from MillCare Systems)
- d) Date installed - In 1999, the UHB used an IT system called Telecare which was the same provider as MillCare. In 2010, the UHB went out to tender and Telecare rebranded to Mill Systems and the department decided to stay with them. During this period of time it was used as a diary or appointment system only. The UHB moved to a full EPR case note functionality in 2018/2019.
- e) Contract expiration - 31/01/2024
- f) Is this contract annually renewed? - Yes

- g) Do you currently have plans to replace this system? -
- h) Procurement framework - Dedalus support and procured using NWSSP Framework SBS/15/CR/WAS/8387
- i) Other systems it integrates with? -
- j) Total value of contract (£) -
- k) Notes -

In response to g) for systems 1–11:

Cardiff and Vale University Health Board (the UHB) does not hold this information.

In response to i) for systems 1–3, 7, 8, 10 and 11:

The UHB is withholding this information, relying on section 31(1)(a) of the Freedom of Information Act 2000 ('the prevention or detection of crime'). Specifically, the UHB believes that disclosing details regarding its ICT infrastructure, or support of that infrastructure, would be likely to prejudice the prevention of crime, particularly cybercrime. 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: The UHB recognises there is a public interest in transparency and in public authorities demonstrating that their systems effectively protect personal data.

Against disclosure: There is a very strong public interest in protecting the extremely sensitive data held by the UHB. Cybersecurity and the associated risk of cyberattacks represent a rapidly evolving arena that becomes more complex and dangerous with time. Releasing details of the UHB's ICT infrastructure into the public domain significantly reduces its capacity to manage this threat to the stated public interest by exposing potential vulnerabilities.

Decision: The UHB considers that the public interest in withholding the information is significantly greater than any interest there may be in disclosing it and potentially exposing sensitive personal data to an increased level of risk. The UHB strongly believes that posing additional unnecessary risk to the UHB, and consequently patient care and safety, would be viewed as an unacceptable risk by the public. Whilst the UHB acknowledges a public interest in providing assurances of effective protection of personal data, it believes the most effective means of increasing public confidence in data protection is to successfully protect the data itself. The UHB considers its responsibility to protect the personal data of patients and staff to be of the highest importance. It was therefore decided that it was not in the public's interest to disclose this information.

In response to j) for systems 2, 4, 5, 7, 10 and 11:

After considering your request, the UHB considers this information to be exempt from disclosure under section 43 of the Freedom of Information Act 2000 ('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 the supplier 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.

The UHB can confirm, in accordance with its duty to advise and assist under section 16 of the Freedom of Information Act 2000, that Digital Health and Care Wales may hold some of the information sought in your request. Please refer to the following link which you might find of use: [Digital Health and Care Wales – Freedom of Information](#).