

**Freedom of Information Act 2000 – Request Reference FoI/24/382**  
**Clinical Systems**

**1. Clinical noting**

- a) System type – Clinical noting.
- b) Supplier name – No system installed.
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? (Yes/No) –
- g) Do you currently have plans to replace this system? (Yes/No) –
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

**2. Diagnostic Reporting**

- a) System type – Diagnostic reporting.
- b) Supplier name – Digital Health and Care Wales.
- c) System name – Welsh Clinical Portal.
- d) Date installed – 5 December 2012.
- e) Contract expiration – Not applicable.
- f) Is this contract annually renewed? (Yes/No) – No.
- g) Do you currently have plans to replace this system? (Yes/No) – No.
- h) Procurement framework – Not applicable.
- i) Other systems it integrates with? – Section 31(1)(a).
- j) Total value of contract (£) – Not applicable.
- k) Notes (e.g. we are currently out to tender) – Not applicable.

**3. Digital Dictation**

- a) System type – Cloud system.
- b) Supplier name – Dictate IT.
- c) System name – Swift and Live.
- d) Date installed – April 2021.
- e) Contract expiration – June 2024
- f) Is this contract annually renewed? (Yes/No) – No.
- g) Do you currently have plans to replace this system? (Yes/No) – Yes.
- h) Procurement framework – NHS SBS Digital Dictation, Speech Recognition and Outsourced Transcription (SBS/20/SM/WCC/9423) – Lot 4 – Combined Solutions.
- i) Other systems it integrates with? – Section 31(1)(a).
- j) Total value of contract (£) – Section 43.
- k) Notes (e.g. we are currently out to tender) – Out to tender.

#### 4. Document Management

- a) System type – Document management.
- b) Supplier name – CCube Solutions.
- c) System name – CCube.
- d) Date installed – October 2013
- e) Contract expiration – April 2026
- f) Is this contract annually renewed? (Yes/No) – No.
- g) Do you currently have plans to replace this system? (Yes/No) – No.
- h) Procurement framework – NHS SBS.
- i) Other systems it integrates with? – Section 31(1)(a).
- j) Total value of contract (£) – Section 43.
- k) Notes (e.g. we are currently out to tender) – Not applicable.

#### 5. E-Rostering (staffing)

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? (Yes/No) –
- g) Do you currently have plans to replace this system? (Yes/No) –
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

After considering your request, Cardiff and Vale University Health Board (the UHB) believes that section 14 of the Freedom of Information Act 2000 applies in this instance and is refusing your request.

Under section 14 of the Act, a public authority does not have to respond to a request if the information being sought is repeated or vexatious. The UHB has applied this exemption to your request as the information you are seeking represents a repeated request and the UHB has previously complied with the same request for information.

In accordance with our section 16 obligation to advise and assist, I can confirm that the information sought can be found on the UHB's [disclosure log](#).

#### 6. Laboratory Information Management System

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –

- e) Contract expiration –
- f) Is this contract annually renewed? (Yes/No) –
- g) Do you currently have plans to replace this system? (Yes/No) –
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

After considering your request, the UHB believes that section 14 of the Freedom of Information Act 2000 applies in this instance and is refusing your request.

Under section 14 of the Act, a public authority does not have to respond to a request if the information being sought is repeated or vexatious. The UHB has applied this exemption to your request as the information you are seeking represents a repeated request and the UHB has previously complied with the same request for information.

In accordance with our section 16 obligation to advise and assist, I can confirm that the information sought can be found on the UHB's [disclosure log](#).

## 7. Pathology

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? (Yes/No) –
- g) Do you currently have plans to replace this system? (Yes/No) –
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

After considering your request, the UHB believes that section 14 of the Freedom of Information Act 2000 applies in this instance and is refusing your request.

Under section 14 of the Act, a public authority does not have to respond to a request if the information being sought is repeated or vexatious. The UHB has applied this exemption to your request as the information you are seeking represents a repeated request and the UHB has previously complied with the same request for information.

In accordance with our section 16 obligation to advise and assist, I can confirm that the information sought can be found on the UHB's [disclosure log](#).

## 8. Pharmacy

- a) System type – Pharmacy stock control system.
- b) Supplier name – Wellsky; Careflow; System C.
- c) System name – Wellsky Medicines Management.
- d) Date installed – August 2021
- e) Contract expiration – Not held.
- f) Is this contract annually renewed? (Yes/No) – Not held.
- g) Do you currently have plans to replace this system? (Yes/No) – Not held.
- h) Procurement framework – Not held.
- i) Other systems it integrates with? – Not held.
- j) Total value of contract (£) – Not held.
- k) Notes (e.g. we are currently out to tender) – Not applicable.

The UHB does not hold information on points e) to j). Please refer to the following weblink which you might find of use: [Digital Health and Care Wales – Freedom of Information](#).

## 9. Sexual Health

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? (Yes/No) –
- g) Do you currently have plans to replace this system? (Yes/No) –
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Please see the attached PDF (Fol.24.382; Sexual Health Appendix 1).

## 10. Theatres

- a) System type – Theatre patient management system.
- b) Supplier name – Trisoft.
- c) System name – Theatreman.
- d) Date installed – 1991
- e) Contract expiration – 30 September 2024.
- f) Is this contract annually renewed? (Yes/No) – Yes.
- g) Do you currently have plans to replace this system? (Yes/No) – Upgrade in progress.
- h) Procurement framework –
- i) Other systems it integrates with? – Section 31(1)(a).
- j) Total value of contract (£) – Section 43.

k) Notes (e.g. we are currently out to tender) – Not applicable.

In response to point i) of systems 2–4, 9, and 10

The UHB is withholding the information as requested in point i) for systems 2–4, 9, and 10, 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 or detection 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. As such, disclosure of the information sought would be likely to allow interested parties to create a detailed picture of the UHB's IT infrastructure, rendering it vulnerable to exploitation through perceived weaknesses.

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 is not in the public's interest to disclose this information.

### In response to point i) of systems 3, 4, 9, and 10

After considering your requests, the UHB considers the information as requested in point j) of systems 3, 4, 9, and 10 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 is not in the public's interest to disclose this information.