



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ
Ffôn/Phone : (029) 20196161
<https://velindre.nhs.wales>
Date: 16th September 2024
Ref: CORP 2024 - 175

Dear xxx

Freedom of Information request: Dictation, Transcription, AI scribe, Information Systems (CORP 2024 – 175)

Thank you for your request for information which the Trust received on 27th August 2024.

Your Request:

Digital Dictation

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

- Name of the supplier & product?
- How many user licenses do you have?
- What procurement method (if any) was used to obtain this system, i.e. what framework?
- The contract start date?
- The contract expiry date?
- Total contract value?
- Is the product integrated with PAS or EPR?
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- What is the person(s) email and telephone number?
- What would you like to see in this product that is currently not being delivered?

Outsourced Transcription

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

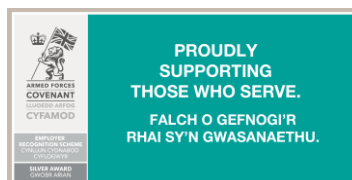
- Name of the supplier:
- What procurement method (if any) was used to obtain this system, i.e. what framework:
- The contract start date:
- Volume of letters per month:
- Total contract value:
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service:
- What is the person(s) email and telephone number:
- What would you like to see in this product that is currently not being delivered:

Speech Recognition

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

- Name of the supplier & product?

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Velindre University NHS Trust is happy to receive communication in Welsh or English.





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- *How many user licenses do you have?*
- *What procurement method (if any) was used to obtain this system, i.e. what framework?*
- *The contract start date?*
- *The contract expiry date?*
- *Total contract value?*
- *Is the product integrated with PAS or EPR?*
- *What is the name(s) and position(s) of the key internal stakeholder(s) for this service?*
- *What is the person(s) email and telephone number?*
- *What would you like to see in this product that is currently not being delivered?*

Ambient AI Scribe

Do you use AI-enabled Ambient Scribe? If yes, could you please answer the following questions:

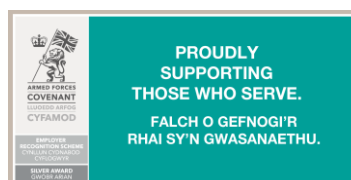
- *Name of the supplier & product?*
- *How many user licenses do you have?*
- *What procurement method (if any) was used to obtain this system, i.e. what framework?*
- *The contract start date?*
- *The contract expiry date?*
- *Total contract value?*
- *Is the product integrated with PAS or EPR?*
- *What is the name(s) and position(s) of the key internal stakeholder(s) for this service?*
- *What is the person(s) email and telephone number?*
- *What would you like to see in this product that is currently not being delivered?*

Video Consultation

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

- *Name of the supplier & product?*
- *How many user licences do you have?*
- *What procurement method (if any) was used to obtain this system, i.e. what framework?*
- *The contract start date?*
- *The contract expiry date?*
- *Total contract value?*
- *Is the product integrated with PAS or EPR?*
- *What is the name(s) and position(s) of the key internal stakeholder(s) for this service?*
- *What is the person(s) email and telephone number?*
- *What would you like to see in this product that is currently not being delivered?*
- *How many user licenses do you have?*

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- What % of virtual/remote consultations are conducted using video vs telephone?

Health Information Systems

What supplier(s) do you use for the following?

- PAS (Patient Administration System)
- EPR (Electronic Patient Record)
- eDMS (Electronic Document Management System)
- RIS (Radiology Information System)
- LIMS (Laboratory Information Management System)
- e-Correspondence (e.g. Docman)
- Hybrid Mail (e.g. Synertec)
- Patient Portal

Please find the Trust's response in Appendix 1 below.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

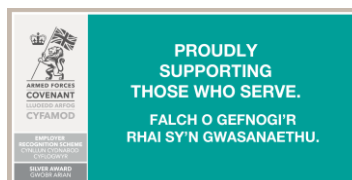
You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

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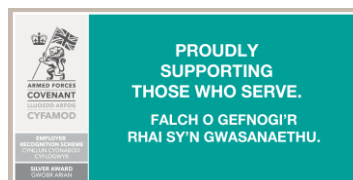
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Yours sincerely

**Non Gwilym
Interim Director of Corporate Governance**

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APPENDIX 1

<u>Digital Dictation</u>	<u>Response</u>
Do you use Digital Dictation? If yes, could you please answer the following questions:	Yes
Name of the supplier & product?	G2
How many user licences do you have?	97
What procurement method (if any) was used to obtain this system, i.e. what framework?	Gcloud
The contract start date?	Jul-24
The contract expiry date?	Jul-25
Total contract value?	2649.66 per annum (maintenance & support)
Is the product integrated with PAS or EPR?	No
What is the name(s) and position(s) of the key internal stakeholder(s) for this service?	Health Records Manager*
What is the person(s) email and telephone number?	*
What would you like to see in this product that is currently not being delivered?	n/a

<u>Video Consultation</u>	<u>Response</u>
Do you use Video Consultation? If yes, could you please answer the following questions:	Yes
Name of the supplier & product?	Attend Anywhere
How many user licences do you have?	25
What procurement method (if any) was used to obtain this system, i.e. what framework?	National NHS Wales contract - via TEC Cymru
The contract start date?	May-20
The contract expiry date?	31st March 2024
Total contract value?	n/a
Is the product integrated with PAS or EPR?	No
What is the name(s) and position(s) of the key internal stakeholder(s) for this service?	Digital Programme Manager*
What is the person(s) email and telephone number?	*
What would you like to see in this product that is currently not being delivered?	n/a
What % of virtual/remote consultations are conducted using video vs telephone?	Approx. 30% of all consultations are undertaken virtually. Currently less than 1% are carried out via video.

<u>Health Information Systems</u>	<u>Response</u>
PAS (Patient Administration System)	Digital Health & Care Wales (Welsh Patient Administration System)
EPR (Electronic Patient Record)	n/a
eDMS (Electronic Document Management System)	Swansea Bay University NHS Trust (DMS)
RIS (Radiology Information System)	Digital Health & Care Wales (RADIS / Fuji PACS)
LIMS (Laboratory Information Management System)	n/a - LIMS service provided to Velindre via Cardiff & Vale University NHS Trust
e-Correspondence (e.g. Docman)	n/a
Hybrid Mail (e.g. Synertec)	n/a
Patient Portal	Digital Health & Care Wales (Welsh Clinical Portal)

The Trust does not use Outsourced Transcription, Speech Recognition (other than Microsoft 365 tools) or Ambient AI Scribe

*The Trust has a legal obligation to comply with the Data Protection Act 2018 and the retained EU GDPR 679/2016 (known as UK GDPR). As you have requested information about someone other than yourself, the Trust has applied an Absolute Exemption under Section 40(1) and (2)(a) of the Freedom of Information Act 2000 which states:

- (1) *Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.*
- (2) *Any information to which a request for information relates is also exempt information if -*
 - (a) *it constitutes personal data which does not fall within subsection (1)*