

Date: 11th June 2025
Ref: CORP 25/26 - 035

Dear xxx

Freedom of Information request: Clinical Systems (CORP 25/26 – 035)

Thank you for your request for information which the Trust received on 23rd May 2025.

Your Request:

Please provide information regarding the following system contracts:

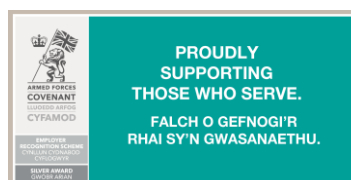
1. *Clinical Communication and Collaboration*
2. *Diagnostic Reporting*
3. *Digital Dictation*
4. *Document Management*
5. *EPR*
6. *Laboratory Information Management System*
7. *Oncology*
8. *Order Communications*
9. *Pathology*
10. *Patient Portal*
11. *Pharmacy*
12. *Sexual Health*
13. *Theatres*

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

- 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 provide your answer in the above format for each system.

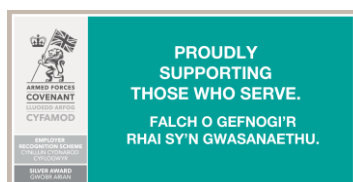
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System definitions:

- **Clinical Communication and Collaboration:** *Clinical communication and collaboration tools enable clinicians to securely electronically communicate, both individually and across teams, to co-ordinate and plan patient care. They are often delivered as mobile apps and may be embedded into clinical workflow or connected to EPRs. Some may be offered as alternatives to Bleep systems. Examples: Bleepa, Alcidion, Armour Communications, MedicBleep*
- **Diagnostic Reporting:** *test results which are electronically transmitted to the clinician who ordered them, with receipt acknowledgement. This is usually a module in EPR, PACS or RIS system.*
- **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.*
- **EPR:** *An electronic patient/health record is an electronic record of periodic health care of a single individual, provided mainly by one institution. A digital version of a patient's paper chart.*
- **Laboratory Information Management System:** *Software that allows you to effectively manage pathology testing and reporting. By using a LIMS, your lab can automate workflows, integrate instruments, and manage samples and associated information.*
- **Oncology:** *An Oncology Information Management solution supports the multidisciplinary teams involved in the care of patients with cancer.*
- **Order Communications:** *Electronic ordering communications systems (OCS) are computer applications used to enter diagnostic and therapeutic patient care orders, for example laboratory test requests or prescriptions, and to view test results. The primary aim of the system is to remove most of the current paper-based process for requesting laboratory investigations and for receiving results.*
- **Pathology:** *Pathology testing is managed electronically*
- **Patient Portal:** *It is a secure online website or app that allows patients to access their health records and perform basic transactions with their providers. The portal facilitates communication, appointment scheduling, bill payment, prescription requests and other administrative tasks.*
- **Pharmacy:** *Pharmacy orders and stock control is managed electronically*
- **Sexual Health:** *Software designed to streamline and manage processes related to sexual health services, including appointment scheduling, patient records, and test result tracking.*
- **Theatres:** *A specialist theatres system is used to manage patients and surgical procedures in theatres.*

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The Trust's response can be found in Appendix 1 below.

We note the same or a very similar request is being made every few months. To avoid the use of a Qualified Exemption under Section 14(2) Freedom of Information Act 2000, the Trust suggests that you may wish to revise your periodicity of requests so that a reasonable interval has elapsed to enable the Trust to provide information to you whilst be mindful of its resources in providing such information. We recommend at least 6-9 months between requests or when the contract dates have ended.

Section 14(2) - Vexatious or repeated requests:

(2) Where a public authority has previously complied with a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

Should you be requesting some differing information, please tailor your request to exclude previously provided information.

A copy of previous requests can be found within our disclosure log:

<https://velindre.nhs.wales/about-us/publications/freedom-of-information/foi-page-items/disclosure-logs/>

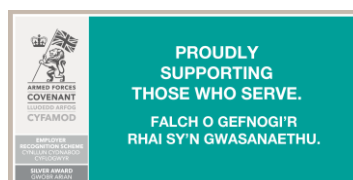
For procurement queries, please contact NHS Wales Shared Services Partnership (NWSSP) - shared.services@wales.nhs.uk

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
CF15 7QZ

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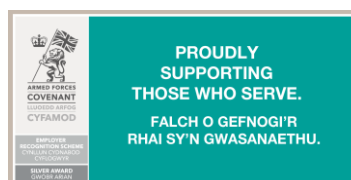
Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

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

Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

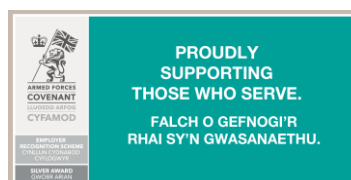
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APPENDIX 1

1. **Clinical Communication and Collaboration**
 - a. Collaboration tool
 - b. Microsoft
 - c. Microsoft Teams 365
 - d. 2019
 - e. June 2025 + 1 year remaining of 5 year contract
 - f. Annually renewed this year and next
 - g. No plans to replace
 - h. National procurement
 - i. Teams Voice /Microsoft 365 suite
 - j. N/A
 - k. Not out to tender National contract
2. **Diagnostic Reporting** – Answered in CORP 2024 – 123
3. **Digital Dictation** – Answered in CORP 2025 – 033
4. **Document Management** – Answered in CORP 2025 – 033
5. **EPR** – Answered in CORP 2025 – 033
6. **Laboratory Information Management System** - No system installed; Laboratory service provided to Velindre Cancer Centre by C&V University Health Board
7. **Oncology**
 - a. Oncology system
 - b. Varian and Elekta
 - c. Aria / Mosaiq
 - d. 1997 / 2008
 - e. New contract signed for 14 years
 - f. No as above
 - g. Replacing in progress
 - h. Competitive tender
 - i. Treatment planning systems
 - j. Small part of a multimillion pound contract
 - k. None
8. **Order Communications** - No system installed - service provided to Velindre Cancer Centre by C&V University Health Board

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9. Pathology – No system installed - service provided to Velindre Cancer Centre by C&V University Health Board

10. Patient Portal

- a. Patient portal
- b. Digital Health and Care Wales
- c. WCP Welsh Clinical Portal
- d. 2017
- e. Recurring SLA National
- f. Recurring SLA National
- g. No plans to replace
- h. National Procurement
- i. Welsh Patient Admin System
- j. Part of National SLA
- k. None

11. Pharmacy

- a. Pharmacy System
- b. WellSky
- c. Careflow
- d. October 2021
- e. Contract until October 2028
- f. No
- g. No plans to replace
- h. National procurement led by Digital and Health Care Wales
- i. None
- j. Part of National SLA
- k. None

12. Sexual Health - No Department

13. Theatres - No Department

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