

Date: 28th January 2026
Ref: CORP 25/26 - 237

Dear XXX

Freedom of Information request: Digital Systems (CORP 25/26 – 237)

Thank you for your request for information which the Trust received on 14th January 2026.

Your Request:

1. *Digital Dictation*

- *Name of supplier & product*
- *Number of user licences*
- *Procurement method (e.g., framework)*
- *Contract start date*
- *Contract expiry date (please specify fixed end date vs option to extend/rolling contract)*
- *Total contract value (if available)*
- *Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)*
- *Key internal stakeholder role/title*
- *Desired features not currently delivered (optional)*

2. *Outsourced Transcription*

- *Name of supplier & product*
- *Procurement method (e.g., framework)*
- *Contract start date*
- *Average monthly volume of letters (if available)*
- *Average monthly volume of lines (if available)*
- *Total contract value (if available)*
- *Key internal stakeholder role/title*
- *Desired features not currently delivered (optional)*

3. *Speech Recognition*

- *Name of supplier & product*
- *Number of user licences*
- *Procurement method (e.g., framework)*
- *Contract start date*
- *Contract expiry date (please specify fixed end date vs option to extend/rolling contract)*
- *Total contract value (if available)*
- *Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)*

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- *Key internal stakeholder role/title*
- *Desired features not currently delivered (optional)*

4. Ambient AI Scribe

- *Name of supplier & product*
- *Number of user licences*
- *Procurement method (e.g., framework)*
- *Contract start date*
- *Contract expiry date (please specify fixed end date vs option to extend/rolling contract)*
- *Total contract value (if available)*
- *Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)*
- *Pilot stage (if applicable, please specify supplier, pilot duration, and scope)*
- *Key internal stakeholder role/title*
- *Desired features not currently delivered (optional)*

5. Video Consultation

- *Name of supplier & product*
- *Number of user licences*
- *Procurement method (e.g., framework)*
- *Contract start date*
- *Contract expiry date (please specify fixed end date vs option to extend/rolling contract)*
- *Total contract value (if available)*
- *Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)*
- *Key internal stakeholder role/title*
- *Desired features not currently delivered (optional)*
- *Average number of video appointments per month/year*
- *% of virtual/remote consultations conducted using video vs telephone*

6. Health Information Systems

- *Name of supplier & product of the following HIS:*
- *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, Healthcare Communications)*
- *Patient Portal (e.g. Patient Knows Best)*

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Please find the Trust's response below:

As per our previous response to the same request, questions **2 – 4** are not applicable to the Trust. The majority of the remainder of the information has stayed the same.

To be mindful of resource and avoid the future use of a Section 14 exemption (vexatious and repeated requests), considering the nature of your request (where contracts are not regularly changed or are a national supplier), we ask you tailor and also revise the periodicity of your request to no earlier than every 12 months or when noted contracts are due to end.

1. Digital Dictation

- **Name of supplier & product** - G2 Speech
- **Number of user licences** - 97
- **Procurement method (e.g., framework)** – NHS Shared Business Services (NHS SBS) Digital Dictation, Speech Recognition, and Outsourced Transcription Services 2 Framework Agreement
- **Contract start date** – May 2025 annual contract
- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)** - May 2026
- **Total contract value (if available)** - £3'000 annual support.
- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)** - N/A
- **Key internal stakeholder role/title** - Varies across Medical admin and Consultants.

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)*

- **Desired features not currently delivered (optional)** – Integration with local patient administration systems, mobile option.

5. Video Consultation

- **Name of supplier & product** – Attend Anywhere

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- **Number of user licences** - Supplied centrally by Digital Health and Care Wales (DHCW) – 5 licences
- **Procurement method (e.g., framework)** - N/A, national supplier.
- **Contract start date** - rolling contract with national supplier, March 2021
- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- **Total contract value (if available)** - N/A part of service level agreement nationally.
- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) - N/A**
- **Key internal stakeholder role/title**

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:

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 - (a) *it constitutes personal data which does not fall within subsection (1)*

- **Desired features not currently delivered (optional)** - N/A
- **Average number of video appointments per month/year** - 4000 virtual calls per month, including phone calls.
- **% of virtual/remote consultations conducted using video vs telephone** – 34% of appointments are done virtually, these include phone calls.

6. Health Information Systems

- **Name of supplier & product of the following HIS:**
- **PAS (Patient Administration System)** – WPAS (Welsh PAS) – national system.
- **EPR (Electronic Patient Record)** - WCP (Welsh Clinical Portal) - national system.
- **eDMS (Electronic Document Management System)** – DMS – Clinical Document management support by Swansea University Health Board/QPulse.
- **RIS (Radiology Information System)** - National system
- **LIMS (Laboratory Information Management System)** - National system
- **e-Correspondence (e.g. Docman)** - N/A
- **Hybrid Mail (e.g. Synertec, Healthcare Communications)** – N/A
- **Patient Portal (e.g. Patient Knows Best)** – N/A

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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

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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