



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_239_25

You asked:

I am writing to make an open government request for all the information to which I am entitled under the FOI Act 2000.

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.

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.

Our response:

1. Clinical Communication and Collaboration – No system installed

2. Diagnostic Reporting

a) System type – Radiology\Pathology and Endoscopy.

b) Supplier name – DHCW\Intersystems and MEDIOLOGIK

c) System name – Radis\LIMS and EMS

d) Date installed – 14 years\ approx. 10 years\ 4 years

e) Contract expiration – 2026\2025\2025

f) Is this contract annually renewed? - No

g) Do you currently have plans to replace this system? - Yes

h) Procurement framework – Competitive tender

- i) **Other systems it integrates with?** – WCRS\WRRS\WPAS\EMPI\
- j) **Total value of contract (£)** – National Contracts
- k) **Notes** – N/A

3. Digital Dictation

- a) **System type** – Dictation
- b) **Supplier name** – Bighand
- c) **System name** – Bighand
- d) **Date installed** – 30/06/2023
- e) **Contract expiration** – Varies, annually per PO. Existing maintenance expires 18/05/25
- f) **Is this contract annually renewed?** – Yes
- g) **Do you currently have plans to replace this system?** – Yes
- h) **Procurement framework** – NHS SBS: SBS/20/SM/WCC/9423
- i) **Other systems it integrates with?** – N/A
- j) **Total value of contract (£)** – £36,140 + VAT
- k) **Notes** – Business Case being written for replacement

4. Document Management

- a) **System type** – Digital Patient Notes
- b) **Supplier name** – CIVICA
- c) **System name** – CITO
- d) **Date installed** – Live March 2021
- e) **Contract expiration** – 31/03/2026
- 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** – Tender Process
- i) **Other systems it integrates with?** – WCP
- j) **Total value of contract (£)** – £118,971.88
- k) **Notes** – N/A

5. EPR – No system installed.

6. Laboratory Information Management System

- a) **System type** – Lab Management
- b) **Supplier name** – InterSystems
- c) **System name** – LIMS d) **Date installed** – 12 years
- e) **Contract expiration** – 2025
- f) **Is this contract annually renewed?** – No
- g) **Do you currently have plans to replace this system?** – Yes
- h) **Procurement framework** – Competitive tender
- i) **Other systems it integrates with?** – WCP, WPAS, MPI, various analysers, WRRS
- j) **Total value of contract (£)** – We can confirm that the Health Board holds information relating to the requested contract value. However, we would like to advise you that the information you requested is being withheld under the Freedom of Information Act 2000.

The exemption which the Health Board has applied to this information is: Section (43)(2) of the Freedom of Information Act. The Health Board considers the information to be of a commercially sensitive nature and that the release of this information would or would be likely to prejudice the commercial interests of any parties concerned.

The University Health Board accepts that there is a public interest in ensuring openness and transparency however, the Health Board 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 Boards ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money.

k) Notes – N/A

7. Oncology – No System installed

8. Order Communications – No System installed

9. Pathology

a) System type – Lab Management

b) Supplier name – InterSystems

c) System name – LIMS **d) Date installed** – 12 years

e) Contract expiration – 2025

f) Is this contract annually renewed? - No

g) Do you currently have plans to replace this system? - Yes

h) Procurement framework – Competitive tender

i) Other systems it integrates with? – WCP, WPAS, MPI, various analysers, WRRS

j) Total value of contract (£) – Please see response to question 6 above, in relation to contract value

k) Notes – N/A

10. Patient Portal – No system installed.

11. Pharmacy

a) System type – Pharmacy

b) Supplier name – System C

c) System name – Wellsky

d) Date installed – 2021

e) Contract expiration – 2028

f) Is this contract annually renewed? - No

g) Do you currently have plans to replace this system? - No

h) Procurement framework – Competitive tender

i) Other systems it integrates with? – All national systems

j) Total value of contract (£) – Please see response to question 6 above, in relation to contract value

k) Notes – N/A

12. Sexual Health

a) System type – Sexual Health Patient management

b) Supplier name – Idox

c) System name – Lilie

d) Date installed – 15 years plus

e) Contract expiration – 2026

f) Is this contract annually renewed? - No

g) Do you currently have plans to replace this system? - No

- h) Procurement framework** – Single tender
- i) Other systems it integrates with?** – N/A
- j) Total value of contract (£)** –£11689.38 (Maintenance)
- k) Notes** – N/A

13. Theatres

- a) System type** – Inhouse development
- b) Supplier name** – N/A
- c) System name** – TOMS
- d) Date installed** – Approx 16 years
- e) Contract expiration** – N/A
- f) Is this contract annually renewed? (Yes/No)** - N/A
- g) Do you currently have plans to replace this system?** (Yes/No) – No
- h) Procurement framework** – N/A
- i) Other systems it integrates with?** – WCRS\WPAS
- j) Total value of contract (£)** – N/A
- k) Notes** – N/A