



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_25_26

You asked:

1. Digital Dictation

- a) **Name of supplier & product** - Bighand
- b) **Number of user licences** - 153
- c) **Procurement method (e.g., framework)** - NHS SBS:
SBS/20/SM/WCC/9423
- d) **Contract start date** - 30/06/2023
- e) **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)** Varies, annually per PO
- f) **Total contract value (if available)** - £36,140 + VAT
- g) **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
- h) **Key internal stakeholder role/title** - Individual specialties
- i) **Desired features not currently delivered (optional)**

2. Outsourced Transcription

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

N/A – not used.

3. Speech Recognition

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

Built into BigHand product and part of the aforementioned.

4. Ambient AI Scribe

a) **Name of supplier & product** - Beam - Magic Notes

b) **Number of user licences**

c) **Procurement method (e.g., framework)**

d) **Contract start date**

e) **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**

f) **Total contract value (if available)**

The contract is held by the Centre for [Digital Public Services in Wales](#) and not the Health Board. Therefore, for further details you will need to redirect your request to them directly.

g) **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)** - No.

h) **Pilot stage (if applicable, please specify supplier, pilot duration, and scope** - Into 3 month extension following initial 3 month pilot with same supplier. Scope has been rolled out to a small number of additional clinicians

i) **Key internal stakeholder role/title** - Operational Lead for Neurodiversity Services

j) **Desired features not currently delivered (optional)** - Effective in Welsh Language conversations

5. Video Consultation

a) **Name of supplier & product** - Attend Anywhere - Induction Healthcare

b) **Number of user licences** - unlimited usage license

c) **Procurement method (e.g., framework)** – Direct Award – Framework SBSS

d) **Contract start date** – 01/04/2025

e) **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)** - 31/03/2026

f) **Total contract value (if available)** - £20K exc. VAT

g) **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

h) **Key internal stakeholder role/title** – Individual specialties

i) **Desired features not currently delivered (optional)** - N/A

j) **Average number of video appointments per month/year** - 235 appointments average last 2 years.

k) **% of virtual/remote consultations conducted using video vs telephone** - 3%

6. Health Information Systems - Name of supplier & product of the following HIS:

a) **PAS (Patient Administration System)** - WPAS – [Digital Health and Care Wales \(DHCW\)](#) product.

b) **EPR (Electronic Patient Record)**- N/A.

c) **eDMS (Electronic Document Management System)** - Civica CITO.

d) **RIS (Radiology Information System)** - RadIS – DHCW and PACS – FUJI.

e) **LIMS (Laboratory Information Management System)** - LIMS Intersystems.

f) e-Correspondence (e.g. Docman) - N/A.

g) Hybrid Mail (e.g. Synertec, Healthcare Communications) - N/A.

h) Patient Portal (e.g. Patient Knows Best) - N/A.