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Request for Information Reference: 11.20.10

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Email only

20 October 2021

## Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 5 November 2020 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to IT software and I am providing the following information in response to your specific questions:

1. **Who are the current suppliers of Electronic Patient Record software to the Trust?**
  - a. **When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**

Details of the Trust EPR contracts can be found on the contract register, located on the Trust website -  
<https://www.cddft.nhs.uk/media/549261/contract%20register%20august%202021.pdf>

- b. **What are the annual licence/ support & maintenance charges associated with the solution?**

We are unable to provide the information as requested on the grounds that this information is commercially sensitive and has, therefore, been withheld pursuant to Section 43 of the Act.

Section 43 (2) exempts from disclosure the following:

(2) Information, the disclosure of which would, or would be likely to, prejudice the commercial interests of any person including those of the public authority holding the information.

Our supplier has made clear representation that pricing for the annual licence/ support/maintenance charges is commercially sensitive information, the disclosure of which would be likely to prejudice their commercial interests, as it would provide

alternative bidders with an understanding of their costs (which would not be reciprocated) with respect to similar contracts in the NHS, thereby undermining their ability to tender, on fair and equal terms, for such contracts. The Trust considers that there is potential for such harm to arise with reasonable proximity and, therefore, that the exemption under Section 43(2) of the Act is engaged.

The Trust acknowledges the public interest in publication of the information; specifically the interest in transparency with respect to expenditure on services, as a means of assisting the taxpayer in evaluating their value for money. However, there is a competing public interest in preserving fair market competition and the ability of public authorities to obtain value for money when sourcing services. In previous rulings the Information Commissioner has made clear that the Freedom of Information Act is not intended to distort fair market competition. In this case, the Trust therefore considers that the public interest in preserving fair competition outweighs the general public interest in transparency and is therefore applying the exemption under Section 43(2).

Whole life value of the contracts (exc. VAT), not including extensions are detailed on the contract register - <https://www.cddft.nhs.uk/media/549261/contract%20register%20august%202021.pdf>

- c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

Please see the attached Procurement Structure – Attachment 1. Procurement would advertise opportunities on Contracts Finder, further information for suppliers can be found on the Trust website - <https://www.cddft.nhs.uk/our-services/non-clinical-services/procurement/information-for-suppliers.aspx>

**2. Who are the current suppliers of digital dictation software to the Trust?**

Dictate IT and 3M UNITEK.

- a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**

22/08/2021 and 29/06/2025.

- b. What are the annual licence/ support & maintenance charges associated with the solution?**

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The Trust can disclose the whole life value of the contracts (exc. VAT), not including extensions are detailed on the contract register - <https://www.cddft.nhs.uk/media/549261/contract%20register%20august%202021.pdf>

- c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

Procurement would advertise opportunities on Contracts Finder. The lead procurement office for each contract listed is detailed on the contract register - <https://www.cddft.nhs.uk/media/549261/contract%20register%20august%202021.pdf>

**3. Does the Trust utilise voice recognition software?**

Yes, 3M UNITEK.

- a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**

29/06/2025

- b. What are the annual licence/ support & maintenance charges associated with the solution?**

Please see the response to question 2b

- c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

Procurement would advertise opportunities on Contracts Finder. The lead procurement office for each contract listed is detailed on the contract register - <https://www.cddft.nhs.uk/media/549261/contract%20register%20august%202021.pdf>

- 4. Does the Trust have an outsourced transcription service?**
- a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**
- b. What are the annual licence/ support & maintenance charges associated with the solution?**

The Trust does not have an outsourced transcription service.

- c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

Procurement would advertise opportunities on Contracts Finder.

- 5. Does the Trust utilise any EPMA (Electronic Prescribing) software?**

Yes, ICM.

- a. Does the Trust utilise voice recognition software?**

No – no voice recognition within EPMA. See response to Q3 for voice recognition services which is provided by 3M.

- b. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**

07/07/2022

- c. What are the annual licence/ support & maintenance charges associated with the solution?**

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**d. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

Please see the attached Procurement Structure – Attachment 1. Procurement would advertise opportunities on Contracts Finder.

**6. Does the Trust utilise electronic whiteboard functionality on wards?**

No, the Trust does however operate a Nerve Centre functionality.

- a. Does the Trust utilise voice recognition software?**
- b. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**
- c. What are the annual licence/ support & maintenance charges associated with the solution?**
- d. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

The Answer to part 6a, b, c and d: N/A.

**7. Does the Trust employ an electronic document management service?**

Yes. ECDM (Electronic Clinical Document Management System) Civica WinDIP/CITO.

**a. Does the Trust utilise voice recognition software?**

Yes, please see the answer to question 3

**b. a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?**

14/02/2023

**c. What are the annual licence/ support & maintenance charges associated with the solution?**

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- d. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?**

Mr David Stafford, Head of Health Informatics is responsible for the contract management and procurement of these technologies. Procurement would advertise opportunities on Contracts Finder.

- 8. Does the Trust have a published digital transformation plan?**

Yes.

- a. Where is this available?**

This is available on the Trust's internet site via the following link  
<https://www.cddft.nhs.uk/quality-and-safety/health-informatics-strategy.aspx>

- 9. Who within the Trust is responsible for digital transformation, please supply contact details, including email address/format?**

Andrew Izon, Chief Information Officer  
[cddft.healthinformaticsadmins@nhs.net](mailto:cddft.healthinformaticsadmins@nhs.net)

- 10. Could you please supply a current organisational chart for medical records, operations management and digital transformation programmes?**

Please see the attached Operations and Performance structure chart – Attachment 2.

- 11. Does the Trust have an in-house development team or do they outsource?**

There is no dedicated team, requirements will dictate the need to outsource.

- a. If in-house, how many staff are employed?**

N/A.

- b. If outsourced, which organisation do you use?**

The organisation used is determined by each requirement.

**12. What business intelligence or analytics tools if any do the Trust use to process clinical data?**

MS SQL Reporting Services, Crystal Reports and Inphase Oversight.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**