



East London
NHS Foundation Trust
Information Governance
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5 June 2025

Our reference: FOI DA6072

I am responding to your request for information received 23 May 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

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'what matters' to everyone, achieve a better quality
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: 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. Analytics (BI that includes outcomes)
2. BI & Data Warehousing
3. Clinical Communication and Collaboration
4. Clinical noting
5. Document Management
6. EPR
7. Forensics/ Secure
8. HR
9. Integration Platform
10. Patient Administration System
11. Patient care scheduling
12. Virtual Wards
13. Voice recognition

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:

Analytics (BI that includes outcomes): Analytical software and processes to collect and analyse data including clinical outcomes to support both business planning and reporting.

BI & Data Warehousing: Integrates data and information collected from various sources, e.g. electronic patient/health records, enterprise resource planning systems, radiology and lab databases, wearables etc, into one comprehensive database

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

Clinical noting: A clinical noting documentation system that enables the electronic recording, storage and retrieval recording of patient medical records related to a patient's diagnosis and care during an inpatient hospital visit or encounter.



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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.

Forensics/ Secure: A specialist mental health services provide intensive support for adults and young people with mental health needs in a secure setting.

HR: HR software is a digital solution that encompasses various HR processes, such as personnel management, payroll processing, and compliance tracking, to streamline workforce management, enhance efficiency, and ensure adherence to NHS-specific regulations and requirements.

Integration Platform: Software that supports the integration and interoperability of various clinical and management IT systems and services.

Patient Administration System: These are the core enterprise systems, containing a Master Patient Index, used by NHS trusts to enable them to know when a patient has arrived, who they are, who they were seen by, what treatment they received and what happened to them. This core functionality, needed by every trust, covers admission, discharge and transfer.

Patient care scheduling: Patient care scheduling is the process of organizing and managing appointments for patients to ensure efficient use of resources and timely delivery of care. It involves assigning patients and their activities to specific times and resources, like doctors, nurses, and equipment.

Virtual Wards: Virtual wards, also known as virtual care wards or hospital-at-home programs, are healthcare models that aim to provide hospital-level care to patients in their own homes. These programmes typically utilise telehealth technologies and remote monitoring systems to deliver medical care and supervision to patients who would otherwise require hospitalisation.

Voice recognition: Identifies and translates spoken words into text. Used to complete tasks or transcribe documents.

Answer: Please see Appendix 1 attached.



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