



East London
NHS Foundation Trust
Information Governance
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Website: <https://www.elft.nhs.uk>

22 August 2025

Our reference: FOI DA6206

I am responding to your requests for information received 13 August 2025. These have been treated as requests 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

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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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:

Please respond to the following questions about your Core Systems:

- Question 1: What HR system do you currently use?
What Procurement system do you currently use?
What finance system do you currently use?
What is the value & expiry date of your current contracts/licenses? What are the extension options?
Do you have any plans to review (upgrade/change) these systems?**

Answer: Please see table below:

Question	Answer:
What HR system do you currently use? What is the value & expiry date of your current contracts/licenses? What are the extension options?	TRAC - Contract Value: £20,000.00 Contract Expiry: 31/05/2026 Extension option: None Patchwork- Contract Value: £200,000.00 Contract Expiry: 07/02/2026 Extension option: two x 12 months Healthroster - Contract Value: £1,234,000.00 Contract Expiry: 31/05/2028 Extension option: two x 12 months
What Procurement system do you currently use?	The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 4 https://www.elft.nhs.uk/sites/default/files/2025-04/anon_response_-_foi_da5862a.pdf
What finance system do you currently use?	The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000. Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i> The information requested is accessible here: Question 2



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	https://www.elft.nhs.uk/sites/default/files/2025-04/anon_response - foi_da5862a.pdf
Do you have any plans to review (upgrade/change) these systems?	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 1(1) of the Freedom of Information Act 2000 states:</p> <p><i>Any person making a request for information to a public authority is entitled—</i> <i>(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and</i> <i>(b) if that is the case, to have that information communicated to them.</i></p> <p>East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.</p>

Question 2: CRM (Customer relationship management)
Which Patient Pathway Management System do you currently use?
Which Patient Portal system do you currently use?
What is the value & expiry date of your current contract/license? What are the extension options?
Do you have any plans to review (upgrade/change) this system?

Answer: Please see table below:

Question	Answer:
<p>CRM (Customer relationship management)</p> <p>What is the value & expiry date of your current contract/license?</p> <p>What are the extension options?</p>	Not Applicable
<p>Which Patient Pathway Management System do you currently use?</p> <p>What is the value & expiry date of your current contract/license?</p> <p>What are the extension options?</p>	<p>CareFlow Medicines Management (JAC) Contract Value: £133,000.00 Contract Expiry: 31/01/2026 What are the extension options? Two x 12 months</p> <p>EMIS Health (EMIS Web) Contract Value: £300,000.00 Contract Expiry: 30/11/2025 What are the extension options? None</p> <p>ILLY Systems (CarePath) Contract Value: £140,000.00 Contract Expiry: 31/08/2025 What are the extension options? None</p>



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	<p>Mayden (IAPTus) Contract Value: £393,000.00 Contract Expiry: 31/03/2026 What are the extension options? Two x 12 months</p> <p>RIO Contract Value: £1,261,816.00 Contract Expiry: 31/01/2027 What are the extension options? None</p> <p>SystemOne Contract Value: £1,239,000.00 Contract Expiry: 31 March 2027. What are the extension options? None</p>
<p>Which Patient Portal system do you currently use?</p> <p>What is the value & expiry date of your current contract/license?</p> <p>What are the extension options?</p>	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i></p> <p>The information requested is accessible here:</p> <p>Question 8</p> <p>https://www.elft.nhs.uk/sites/default/files/2023-10/foi_da4892_-_appendix_1.pdf</p> <p>Extension options: The Contract sits with the ICB.</p>
<p>Do you have any plans to review (upgrade/change) this system?</p>	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 1(1) of the Freedom of Information Act 2000 states:</p> <p><i>Any person making a request for information to a public authority is entitled—</i> <i>(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and</i> <i>(b) if that is the case, to have that information communicated to them.</i></p> <p>East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.</p>



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**Question 3: Who is the vendor for your Contact centre system that is currently in place?
How many contact centre agents do you have?
When is your contract centre contract renewal?**

Answer: Please see table below:

Question	Answer:
Who is the vendor for your Contact centre system that is currently in place?	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i></p> <p>The information requested is accessible here:</p> <p>Q1e</p> <p>https://www.elft.nhs.uk/sites/default/files/2025-04/anon_response_-_foi_da5977.pdf</p>
How many contact centre agents do you have?	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i></p> <p>The information requested is accessible here:</p> <p>Q1c</p> <p>https://www.elft.nhs.uk/sites/default/files/2025-04/anon_response_-_foi_da5977.pdf</p>
When is your contract centre contract renewal?	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 21(1) of the FOI Act states: <i>(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.</i></p> <p>The information requested is accessible here:</p> <p>Q1f</p> <p>https://www.elft.nhs.uk/sites/default/files/2025-04/anon_response_-_foi_da5977.pdf</p>



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Question 4: Which Stakeholder Management System do you currently use? What is the value & expiry date of your current contract/license? What are the extension options? Do you have any plans to review (upgrade/change) this system?

Answer: Please see table below:

Question	Answer:
Which Stakeholder Management System do you currently use?	Not Applicable
What is the value & expiry date of your current contract/license? What are the extension options?	Not Applicable
Do you have any plans to review (upgrade/change) this system?	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 1(1) of the Freedom of Information Act 2000 states:</p> <p><i>Any person making a request for information to a public authority is entitled—</i> <i>(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and</i> <i>(b) if that is the case, to have that information communicated to them.</i></p> <p>East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.</p>

Question 5: Which Supply Chain Management (SCM) System do you currently use? What is the value & expiry date of your current contract/license? What are the extension options? Do you have any plans to review (upgrade/change) this system?

Answer: Please see table below:

Question	Answer:
Which Supply Chain Management (SCM) System do you currently use?	NHS Supply Chain
What is the value & expiry date of your current contract/license? What are the extension options?	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 1(1) of the Freedom of Information Act 2000 states:</p> <p><i>Any person making a request for information to a public authority is entitled—</i></p>



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	<p><i>(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to them.</i></p> <p>East London NHS Foundation Trust does not record the information requested. The contract is managed by NHS England and the Trust is therefore unable to provide a response. To request such information, please contact england.contactus@nhs.net</p>
<p>Do you have any plans to review (upgrade/change) this system?</p>	<p>The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.</p> <p>Section 1(1) of the Freedom of Information Act 2000 states:</p> <p><i>Any person making a request for information to a public authority is entitled— (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to them.</i></p> <p>East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.</p>

Question 6: Can I ask that for departments managing the review or upgrade of any current contracts please?

Clarification: asking about the CRM, ERP, SCM, contact centre contracts - If these contracts are in review or the tools upgraded, can you share which departments will be managing this process of review or upgrade?

Answer: The process of review and upgrade is managed by the procurement department.

Request 2:

**Question 1: What technology solutions or vendors does the Trust use for app development?
What is the value & expiry date of your current contract/license? What are the extension options?
Do you have any plans to review (upgrade/change) this system?**

Answer: Please see table below:

Question	Answer:
What technology solutions or vendors does the Trust use for app development?	Office 365 PowerApps



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What is the value & expiry date of your current contract/license?	Contract Value: £760,000.00 Contract Expiry: 31/05/2026
What are the extension options?	Extension: Not Applicable.
Do you have any plans to review (upgrade/change) this system?	The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000. Section 1(1) of the Freedom of Information Act 2000 states: <i>Any person making a request for information to a public authority is entitled— (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to them.</i> East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

**Question 2: What technology solutions or vendors does the Trust use for agents and virtual chatbots?
What is the value & expiry date of your current contract/license? What are the extension options?
Do you have any plans to review (upgrade/change) this system?**

Answer: Please see table below:

Question	Answer:
What technology solutions or vendors does the Trust use for agents and virtual chatbots?	Not Applicable
What is the value & expiry date of your current contract/license? What are the extension options?	Not Applicable
Do you have any plans to review (upgrade/change) this system?	The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000. Section 1(1) of the Freedom of Information Act 2000 states: <i>Any person making a request for information to a public authority is entitled— (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to them.</i>



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**Question 3: What technology solutions or vendors does the Trust use for automation? Examples: BluePrism, UiPath, Power Automate etc
What is the value & expiry date of your current contract/license? What are the extension options?
Do you have any plans to review (upgrade/change) this system?**

Answer: Please see table below:

Question	Answer:
What technology solutions or vendors does the Trust use for automation? Examples: BluePrism, UiPath, Power Automate etc	Not Applicable
What is the value & expiry date of your current contract/license? What are the extension options?	Not Applicable
Do you have any plans to review (upgrade/change) this system?	The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000. Section 1(1) of the Freedom of Information Act 2000 states: <i>Any person making a request for information to a public authority is entitled— (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to them.</i> East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 4: Can I ask which departments frequently use spreadsheets and manual processes in high capacity?

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

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