



**East London**  
NHS Foundation Trust  
**Information Governance**  
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London  
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**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)  
**Website:** <https://www.elft.nhs.uk>

4 September 2025

**Our reference: FOI DA6235**

I am responding to your request for information received 2 September 2025. 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](http://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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**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

## Request:

### Digital Dictation

#### Question 1: a. Name of supplier & product

Answer: The Trust's providers are Nuance (Dragon system) and BigHand.

#### 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)

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

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested for Nuance is accessible here:

Question 1

[https://www.elft.nhs.uk/sites/default/files/2024-10/anon\\_response\\_-\\_foi\\_da5569.pdf](https://www.elft.nhs.uk/sites/default/files/2024-10/anon_response_-_foi_da5569.pdf)

### BigHand

#### b. Number of user licences

Answer: 20.

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

Answer: Framework agreement reference: SBS/20/SM/WCC/9423

#### d. Contract start date

Answer: 01 March 2023.

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

Answer: 28 February 2026.

#### f. Total contract value (if available)

Answer: £62,372.00.



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**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)**

Answer: No. The products are not integrated with PAS or EPR systems.

**h. Key internal stakeholder role/title**

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

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested for Nuance is accessible here:

Question 1

[https://www.elft.nhs.uk/sites/default/files/2024-10/anon\\_response\\_-\\_foi\\_da5569.pdf](https://www.elft.nhs.uk/sites/default/files/2024-10/anon_response_-_foi_da5569.pdf)

**i. Desired features not currently delivered (optional)**

Answer: 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:

*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.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

**Outsourced Transcription**

- Question 2:**
- 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)**

Answer: 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: Any person making a request for information to a public authority is entitled—

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East London NHS Foundation Trust does not outsource its transcription service as all transcription is delivered in house using aforementioned dictation software. The Trust is therefore unable to provide a response.



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## Speech Recognition

- Question 3:**
- 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)**

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

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested for Nuance is accessible here:

Question 3

[https://www.elft.nhs.uk/sites/default/files/2024-10/anon\\_response\\_-\\_foi\\_da5569.pdf](https://www.elft.nhs.uk/sites/default/files/2024-10/anon_response_-_foi_da5569.pdf)

## Bighand

### **b. Number of user licences**

**Answer:** 20.

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

**Answer:** Framework agreement reference: SBS/20/SM/WCC/9423

### **d. Contract start date**

**Answer:** 01 March 2023.

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

**Answer:** 28 February 2026.

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

**Answer:** £62,372.00

### **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)**

**Answer:** No. The products are not integrated with PAS or EPR systems.



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#### **h. Key internal stakeholder role/title**

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

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested for Nuance is accessible here:

Question 3

[https://www.elft.nhs.uk/sites/default/files/2024-10/anon\\_response\\_-\\_foi\\_da5569.pdf](https://www.elft.nhs.uk/sites/default/files/2024-10/anon_response_-_foi_da5569.pdf)

#### **i. Desired features not currently delivered (optional)**

Answer: 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:

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East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

#### **Ambient AI Scribe**

- Question 4:**
- 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. Pilot stage (if applicable, please specify supplier, pilot duration, and scope)**
  - i. Key internal stakeholder role/title**
  - j. Desired features not currently delivered (optional)**

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

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East London NHS Foundation does not use Ambient AI Scribe and is therefore unable to provide a response.



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## Video Consultation

- Question 5:**
- 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)**
  - j. Average number of video appointments per month/year**
  - k. % of virtual/remote consultations conducted using video vs telephone**

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

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*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 5

[https://www.elft.nhs.uk/sites/default/files/2024-10/anon\\_response\\_-\\_foi\\_da5569.pdf](https://www.elft.nhs.uk/sites/default/files/2024-10/anon_response_-_foi_da5569.pdf)

## Health Information Systems

- Question 6: a. PAS (Patient Administration System)**

**Answer:** EMIS, RiO, Carepath, SystmOne.

- b. EPR (Electronic Patient Record)**

**Answer:** Please note, the EPR systems are the same used for PAS.

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

**Answer:** 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: Any person making a request for information to a public authority is entitled—

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East London NHS Foundation Trust does not use the eDMS system as requested and is therefore unable to provide a response.

- d. RIS (Radiology Information System)**



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Answer: 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: Any person making a request for information to a public authority is entitled—  
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*(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not use the RIS system as requested and is therefore unable to provide a response.

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

Answer: 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: 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.*

East London NHS Foundation Trust does not use the LIMS system as requested and is therefore unable to provide a response.

**f. e-Correspondence (e.g., Docman)**

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

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East London NHS Foundation Trust does not use an e-correspondence system as requested and is therefore unable to provide a response.

**g. Hybrid Mail (e.g., Synertec, Healthcare Communications)**

Answer: The Trust uses Xerox.

**h. Patient Portal (e.g., Patient Knows Best)**

Answer: The Trust uses Patients Know Best.



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