



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email: elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

14th January 2026

Our reference: FOI DA6431

I am responding to your request for information received 14th January 2026. This has been treated as a request under the Freedom of Information Act 2000.

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

Yours sincerely,

FOI Team

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



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Digital Dictation

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

Answer: The Trust has reviewed question 1 of 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 is accessible here:

Question 1:

https://www.elft.nhs.uk/sites/default/files/2025-09/anon_response_-_foi_da6235.pdf

Question 2: Outsourced Transcription

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

Answer: The Trust has reviewed question 2 of 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 is accessible here:

Question 2:

https://www.elft.nhs.uk/sites/default/files/2025-09/anon_response_-_foi_da6235.pdf



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Question 3: Speech Recognition

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

Answer: The Trust has reviewed question 3 of 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 is accessible here:

Question 3:

https://www.elft.nhs.uk/sites/default/files/2025-09/anon_response_-_foi_da6235.pdf

Question 4: Ambient AI Scribe

- **Name of supplier & product**
- **Number of user licences**
- **Procurement method (e.g., framework)**
- **Contract start date**
- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- **Total contract value (if available)**
- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)**
- **Pilot stage (if applicable, please specify supplier, pilot duration, and scope)**
- **Key internal stakeholder role/title**
- **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.

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 is accessible here:

Question 4:

https://www.elft.nhs.uk/sites/default/files/2025-09/anon_response_-_foi_da6235.pdf



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Question 5: Video Consultation

- **Name of supplier & product**
- **Number of user licences**
- **Procurement method (e.g., framework)**
- **Contract start date**
- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- **Total contract value (if available)**
- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)**
- **Key internal stakeholder role/title**
- **Desired features not currently delivered (optional)**
- **Average number of video appointments per month/year**
- **% of virtual/remote consultations conducted using video vs telephone**

Answer: The Trust has reviewed question 5 of 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 is accessible here:

Question 5:

https://www.elft.nhs.uk/sites/default/files/2025-09/anon_response_-_foi_da6235.pdf

Question 6: Health Information Systems:

Name of supplier & product of the following HIS:

- **PAS (Patient Administration System)**
- **EPR (Electronic Patient Record)**
- **eDMS (Electronic Document Management System)**
- **RIS (Radiology Information System)**
- **LIMS (Laboratory Information Management System)**
- **e-Correspondence (e.g. Docman)**
- **Hybrid Mail (e.g. Synertec, Healthcare Communications)**
- **Patient Portal (e.g. Patient Knows Best)**

Answer The Trust has reviewed question 6 of 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 is accessible here:

Question 6:

https://www.elft.nhs.uk/sites/default/files/2025-09/anon_response_-_foi_da6235.pdf



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