



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 August 2026

Our reference: FOI DA6461

We are responding to your request for information received 30th January 2026. We are sorry for the delay in responding to your request. 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.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Electronic Patient Record (EPR) provides comprehensive digital systems for hospitals and healthcare providers to manage patient data, streamline workflows, and improve care delivery through features like clinical documentation, patient portals, billing, and interoperability.

Patient Administration Systems (PAS) are core administrative systems used to manage demographic information, patient pathways, appointment booking, RTT, referrals, waiting lists, scheduling, admissions, and discharge etc.

Other Clinical IT Systems cover specialist clinical systems that support diagnostic, imaging, and laboratory workflows. These typically include:

- **PACS (Picture Archiving and Communication System):** medical imaging storage, viewing, and reporting
- **RIS (Radiology Information System):** radiology workflow management
- **LIS (Laboratory Information System):** pathology test ordering, processing, and result management
- **Other specialist systems** used within clinical departments (radiology, pathology, cardiology, etc.)

Question 1: Total spend on the core EPR system in each Hospital across the Trust in 2024? (ongoing run costs only; please exclude implementation if still in progress in any of the hospitals)

For each hospital, in a tabular format, please provide:

- **Name of the core EPR system used (e.g., EPIC, Cerner, SystemC, Nervecentre, Dedalus, other)?**
- **Annual cost in 2024 for the EPR system, broken down into:**
 - **Total cost**
 - **Software license**
 - **Maintenance**
 - **Professional services**
 - **Others**
- **Scope of the contract (i.e., which additional clinical modules are included)**
- **If available, spend broken down by for the core EPR system and each additional module separately**

Answer: The Trust has reviewed question 1 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.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and does not record such a breakdown by hospital as requested. The Trust does not hold a separate breakdown between software licences, maintenance, professional services and other costs. It also does not hold expenditure separately for individual modules. the Trust does not hold the information at the hospital, cost-category or individual-module level requested, but can provide the available Trust-level expenditure figures.

Section 16(1) of the Freedom of Information Act 2000 states:



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Section 16 (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.

Under Section 16 of the Freedom of Information Act, the Trust has a duty to provide a reasonable level of advice and assistance. As such, the Trust can disclose the following information to assist you with your request.

EMIS total spend in 2024 - £254,229.33

SystemOne support from Cambridge Community Services cost £110,000 in 2024/25 Financial Year

RiO - £707,796.00 total costs in 2024

Question 2: For the most recent EPR implementation (in each respective hospital), please provide the following information in a tabular format:

- **Tender date**
- **Contract start and end date**
- **Whether the contract is annually renewed**
- **Planned final implementation date**
- **Which provider the hospital used previously**
- **Total budget and its components**
 - **Total value of contract (£)**
 - **Contract term**
 - **Software license fees (upfront and ongoing)**
 - **Annual contracted pricing growth**
 - **Implementation fees**
 - **Allowance for new features / development (if any) - e.g., committed budget for new software features / development which is not yet identified**
 - **Internal training / resources / etc. as relevant**
- **Procurement framework used**
- **Other systems integrated with the EPR**
- **Department(s) that provided the funding**
 - **% of ERP budget comes from the ICB vs. Trust vs. others (please specify name)**
- **Planned date to kick off next tender process**
 - **Whether there are plans to replace the system**

Answer: Please see table below:

System Name - EMIS	
Question	Response
Tender date	Not Known EMIS has been in place for over a decade, and there are no records held relating to when EMIS was first brought in. We have renewed with EMIS via direct awards.
Contract end and start date	Contract start date: 01/04/2022 Contract end date: 31/12/2026
Whether the contract is annually renewed Y / N	Yes – annually extended
Planned final implementation date	Implemented
Provider previously used	Not recorded
Total value of contract	Total annual value of contract £254,229.33
Contract term	4 years and 9 months, incl extensions



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Software licence fees (upfront and ongoing)	Annual licence fee - £171,990.
Annual contracted pricing growth	Ranges from 3-6% per annum
Implantation fees	Not Recorded
Budget allowance for new features / development (if any) eg committed budget for new software features / development not yet identified	Total annual value committed within Budget
Procurement framework used	Recent framework awarded was on the NHS SBS Medicines Optimisation Prescribing Decision Support Systems 3 Framework Agreement (Reference: SBS 10252)
Other systems integrated with EMIS	Standalone
% of budget coming from ICBs	Not recorded
Planned date to kick off next tender process	Currently underway
Whether there are plans to replace the system	Currently underway

Question 3: PAS (Patient Administration) systems

For each hospital, in a tabular format:

- **Name of the PAS system used / provider (e.g., EPIC, Cerner, SystemC, Nervecentre, Dedalus)?**
- **Annual cost for the PAS system, broken down into:**
 - **Total cost**
 - **Software license**
 - **Maintenance**
 - **Professional services**
 - **Others**
- **Procurement framework used**
- **Contract start and end date**
- **Other systems integrated with the PAS**

Answer: The Trust has reviewed question 1 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.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and does not record such a breakdown by hospital as requested. The Trust does not hold a separate breakdown between software licences, maintenance, professional services and other costs. It also does not hold expenditure separately for individual modules. the Trust does not hold the information at the hospital, cost-category or individual-module level requested, but can provide the available Trust-level expenditure figures.

Section 16(1) of the Freedom of Information Act 2000 states:

Section 16 (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Under Section 16 of the Freedom of Information Act, the Trust has a duty to provide a reasonable level of advice and assistance. As such, the Trust can disclose the following information to assist you with your request.

EMIS total spend in 2024 - £254,229.33

SystemOne support from CCS cost £110,000 in 24/25 FY

RiO - £707,796.00 total costs in 2024

Question 4: Other HC Clinical IT systems like Medical imaging (PACS), Radiology Information System (RIS), Laboratory Information Systems (LIS), etc.

For each hospital, in a tabular format:

- **Which PACS/LIS/RIS/Other system provider does the hospital use respectively (e.g., Sectra, Cris, Clinisys)?**
- **Annual cost for the PACS/LIS/RIS/Other system, broken into:**
 - **Total cost**
 - **Software license**
 - **Maintenance**
 - **Professional services**
 - **Others**
- **Procurement framework used**
- **Contract start and end date**

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.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide the services listed. The Trust is therefore unable to provide a response.



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor