



East London

NHS Foundation Trust

Information Governance

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11th September 2026

Our reference: FOI DA6518

We are responding to your request for information received 4th March 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



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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Please provide a comprehensive list of all clinical information systems, software applications, and digital health platforms currently in active use within your organisation for the delivery, management, or support of all clinical care or clinical pathways.

Specific Information Requested

For each clinical information system identified, please provide the following details:

Additional Context

To clarify the scope, clinical information systems should include, but are not limited to:

- Electronic Patient Record (EPR) / Electronic Health Record (EHR) systems
- Clinical noting and documentation systems
- E-prescribing and Medicines Administration systems
- Laboratory Information Management Systems (LIMS)
- Radiology Information Systems (RIS)
- Picture Archiving and Communication Systems (PACS)
- Theatre Management Systems
- Maternity Information Systems
- Mental Health Information Systems
- Emergency Department systems
- Outpatient scheduling and clinic management systems
- Clinical decision support tools
- Remote monitoring and telehealth platforms
- Pathology reporting systems
- Cardiology information systems
- Intensive Care / Critical Care systems
- Clinical audit and quality improvement tools
- Clinical coding and Health Records systems
- Any other specialty-specific clinical software

Exclusions

This request does not include general business systems such as finance, HR, payroll, estates management, or non-clinical administrative software, unless they have a direct clinical care component.

Time Period

Please provide information that is current as of the date of this request or the most recent available data within the last three months.

Question 1: System Name and Type: The commercial or internal name of the system and its primary clinical function (e.g., Electronic Patient Record, Picture Archiving and Communication System, Laboratory Information Management System, Radiology Information System, etc.)

Answer:

EPRs

RiO

SystmOne

EMIS

laptus

EPMA

System C

Remote monitoring / Telehealth

DOCCLA

Florence



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Docobo (rebranding as Luscii)

The remaining systems listed in scope – not applicable

Question 2: Supplier/Vendor: The name of the software vendor or supplier providing the system

Answer:

EPRs

RiO: The Access Group

SystemOne: TPP

EMIS: Optum

Iaptus: Mayden

EPMA

System C: Careflow Medicines Management (CMM)

Remote monitoring / Telehealth

DOCCLA: Doccla

Florence: Media Burst Ltd

Docobo: Graphnet Ltd

The remaining systems listed in scope – not applicable

Question 3: Clinical Department/Service Area: The clinical department(s), specialty area(s), or service line(s) where the system is deployed

Answer:

EPRs

RiO: Mental Health Services in London and Bedfordshire

SystemOne: Physical Community Health Services in Bedfordshire

EMIS: Physical Community Health Services in London

Iaptus: Talking Therapies in London and Bedfordshire

EPMA

System C: Mental Health Inpatient Services in London & Bedfordshire

Remote monitoring / Telehealth

DOCCLA: Physical Community Health Services in Bedfordshire

Florence: Physical Community Health Services in Newham London

Docobo: Physical Community Health Services in Newham London

The remaining systems listed in scope – not applicable

Question 4: Implementation Status: Whether the system is: fully operational, partially deployed, in pilot/testing phase, or scheduled for deployment

Answer:

EPRs

RiO: fully implemented

SystemOne: fully implemented

EMIS: fully implemented

Iaptus: fully implemented

EPMA

System C: fully implemented

Remote monitoring / Telehealth

DOCCLA: fully implemented

Florence: fully implemented



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Docobo: fully implemented

The remaining systems listed in scope – not applicable

Question 5: Contract Start Date: The month and year when the current contract or licence agreement commenced

Answer:

EPRs

RiO: 06/2022

SystmOne: 03/2024

EMIS: 12/2024

Iaptus: 11/2023

EPMA

System C: 03/2023

Remote monitoring / Telehealth

DOCCLA: 01/2022

Florence: 04/2025

Docobo: 10/2025

The remaining systems listed in scope – not applicable

Question 6: Contract End Date/Renewal Date: The month and year when the current contract expires or is due for renewal

Answer

EPRs

RiO: 07/2027

SystmOne: 03/2027

EMIS: 12/2026

Iaptus: 11/2026

EPMA

System C: 03/2029

Remote monitoring / Telehealth

DOCCLA: expired

Florence: 03/2027

Docobo: 10/2027

The remaining systems listed in scope – not applicable

Question 7: Annual Contract Value: The approximate annual cost of the software licence, maintenance, and support (if held and not commercially sensitive)

Answer

EPRs

RiO: £1,000,000 per year

SystmOne: £110,000 per year

EMIS: £55,000 per year

Iaptus: £353,256.70

EPMA

System C: £251,611.16

Remote monitoring / Telehealth

DOCCLA: N/A as contract is not funded by the Trust

Florence: £33,936.00



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Docobo: £37,256.12

The remaining systems listed in scope – not applicable

Question 8: Integration Status: Whether the system is integrated with your Trust's core Electronic Patient Record (EPR) system, if applicable

Answer

EPRs

RiO: core system

SystmOne: no

EMIS: no

laptus: no

EPMA

System C: no

Remote monitoring / Telehealth

No solutions are integrated with RiO

Doccla is integrated into SystmOne

No integration with EMIS - Docobo or Florence

Question 9: Number of Users: The approximate number of clinical staff with access to or actively using the system

Answer

EPRs

RiO: 7000+

SystmOne: 800

EMIS: 800

laptus: 250

EPMA

System C: 4078

Remote monitoring / Telehealth

DOCCLA: unknown

Florence: seven

Docobo: seven

Question 10: Planned Replacement or Decommissioning: Any known plans to replace, upgrade, or decommission the system within the next 24 months

Answer

EPRs

RiO: possible

SystmOne: no

EMIS: possible

laptus: no

EPMA

System C: no

Remote monitoring / Telehealth

DOCCLA: possible

Florence: no

Docobo: no



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