



East London

**NHS Foundation Trust
Information Governance**

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7th April 2026

Our reference: FOI DA6537

We are responding to your request for information received 19th March 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



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'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: My inquiries are as follows:**

Please note: In relation to cyber security, we are asking for the name of your main cyber security provider. We do not need to know the software or sub-contractors used.

Clarification on Contract expiry date

- If the contract expires in the next 6 months, please state if the trust plans to renew, re-procure or take any other action.
- If the contact is on a rolling basis, Please enter 'Rolling'

Clarification on 'N/A' Responses:

- Please enter 'No System Installed' if your trust does not have such a system.
- Please enter 'No system needed' if your trust does not have a department or service which requires such a system.

Answer: Please see table below:

Technology Group	Supplier	Product	Contract ending date
Electronic patient record	Access Group (RiO) EMIS Web (EMIS) TPP (SystemOne) System C (CareFlow) ILLY Systems Ltd (Carepath) Mayden (laptus)	SystemOne EMIS RiO Careflow Carepath laptus	SystemOne- 31 March 2027 EMIS-31 Dec 2026 RiO- 31 January 2027 Careflow- 29 March 2029 Carepath- 31 March 2027 laptus- 31 March 2026 (Two x 12 month extension options)
Patient administration system	Same as above	Same as above	Same as above
Electronic prescribing and medicines administration	SystemC	CareFlow	29 March 2029
Maternity information system	No system needed	No system needed	No system needed
Diagnostic imaging information system	No system needed	No system needed	No system needed
Electronic document management system	No system installed	No system installed	No system installed
Laboratory information management system	No system needed	No system needed	No system needed
Cyber security services	Darktrace	*(please see below)	31 March 2028
Bed management system	Access Group (RiO)	RiO	31 January 2027
Clinical decision support system	Pando	Clinical messaging system	Ended
Hospital pharmacy system	CLEO Systems	Pharmacy System	31 March 2026
Population health management system	No system installed	No system installed	No system installed



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Hospital discharge system	Access Group (RiO)	RiO	31 January 2027
Theatre scheduling system	No system needed	No system needed	No system needed
Clinical communications system	No system installed	No system installed	No system installed
Remote consultation system provider	Zoom	Zoom	31 March 2027
Advice and guidance system provider	Microsoft	MS Teams	31 May 2026 – plans to renew
Virtual ward and remote monitoring system provider	No system installed	No system installed	No system installed
Barcode and scanning technology system provider	No system installed	No system installed	No system installed
Cloud provider	Telefónica Tech Northern Ireland Limited	VDI	31 March 2029
Computer hardware provider	NHS Shared Business Services	No system installed	No system installed
Financial management system	NHS Shared Business Services	Oracle	30 September 2026 – to be renewed
HR/workforce management system	Allocate	Allocate	31 May 2028
Payroll system	No system installed	No system installed	No system installed
Robotic process automation system	Dispensing Robot from BD –	ROWA MAX	31 March 2027
Staff rostering system	Allocate	Allocate	31 May 2028
Supply chain and inventory management system	NHS Supply Chain framework	No system installed	No system installed
Patient engagement portal	Patients Know Best	Patient Knows Best	ICB held contract
Trust Engines	InterSystems, Inc	Health Connect TIE	31 March 2027
Blood tracking	No system needed	No system needed	No system needed
Critical care systems	No system needed	No system needed	No system needed
Diagnostic reporting	No system needed	No system needed	No system needed
Mental Health Talking Therapy digital tools	Mayden	laptus	31 March 2026 (Two x 12 month extension options)
Patient communication system	No system needed	No system needed	No system needed
Pathology systems	No system needed	No system needed	No system needed
Pathology PACs	No system needed	No system needed	No system needed
Picture Archiving and Communication Systems	No system needed	No system needed	No system needed
Radiology Information Systems	No system needed	No system needed	No system needed
AI workflow assistants	No system installed	No system installed	No system installed



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Business Intelligence tools	Microsoft	PowerBI	31 May 2026
Call handling automation systems	CTalk	CTalk	June 2026
Patient care scheduling tools	No system installed	No system installed	No system installed

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

Section 31(1)(a) of the FOI Act states:

31(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice

(a) the prevention or detection of crime,

The information requested, if released into the public domain, could have the potential to identify weaknesses within the Trust's digital infrastructure, leaving it open to cyber threat. For this reason an exemption has been applied.



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