



East London
NHS Foundation Trust
Information Governance
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Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

19th August 2026

Our reference: FOI DA6571

We are responding to your request for information received 14th April 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:

Question 1: Ambient Voice Technology (scribing)

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Answer:

- a) Ambient scribe
- b) Heidi and Anathem
- c) Heidi and Anathem
- d) 31st March 2026
- e) 31st August 2026
- f) No
- g) No
- h) Not Applicable
- i) None
- j) £75,726
- k) Proof of concept pilot

Question 2: EPR

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

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 remainder of the information requested is accessible here:

Question 4:



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Question 2 and 3: <https://www.elft.nhs.uk/sites/default/files/2026-05/ANON%20Response%20-%20FOI%20DA6476.pdf>

Question 3: Health Information Exchange (HIE)

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

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 7:

[https://www.elft.nhs.uk/system/files/2025-04/foi_da5862 - appendix 1 - final.pdf](https://www.elft.nhs.uk/system/files/2025-04/foi_da5862_-_appendix_1_-_final.pdf)

Question 4: Live operational dashboard system

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Answer: No system installed

Question 5: Outcomes/performance benchmarking

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:



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- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? -
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Answer:

- a) Member-led, national healthcare benchmarking system
- b) NHS Benchmarking Network
- c) NHS Benchmarking Network
- d) 1st January 2021
- e) Three-year contract valid up to 2028/29
- f) Yes
- h) Not applicable
- j) £33,028

The Trust has reviewed question 5g, 5i and 5k 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 does not record the remaining information requested and is therefore unable to fully provide a response.

Question 6: Scheduling

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Answer No system installed

Question 7: Shared Care Record

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –



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- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework – GCA
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Answer The Trust has reviewed question 7 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 does not record the information requested. The contracts for both shared care records are external to the Trust. The Trust is therefore unable to provide a response.

Question 8: Simple Business Intelligence

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Answer

- a) Informatics system
- b) Microsoft
- c) Microsoft Power BI
- d) 01/01/2020
- e) 28/02/2027
- f) Yes
- h) GCA
- i) Microsoft Power BI receives information from all the Trusts main clinical and non-clinical systems
- j) £62,227 annual cost

The Trust has reviewed question 8g and 8k 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*



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(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.

Question 9: Transfers of care system

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Answer No system installed

Question 10: Voice recognition

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:

- a) System type –
- b) Supplier name –
- c) System name –
- d) Date installed –
- e) Contract expiration –
- f) Is this contract annually renewed? - Yes/No
- g) Do you currently have plans to replace this system? - Yes/No
- h) Procurement framework –
- i) Other systems it integrates with? –
- j) Total value of contract (£) –
- k) Notes (e.g. we are currently out to tender) –

Answer e) Bighand- 27th Feb 2027
 Nuance– 15th May 2027

The Trust has reviewed question 10 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 remainder of the information requested is accessible here:

Question 6:

https://www.elft.nhs.uk/sites/default/files/2024-12/foi_da5669_-_appendix_1_.pdf



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