Information Governance
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6th September 2024

Our reference: FOI DA5527

I am responding to your request for information received 5 August 2024. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

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

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

The ELFT Promise

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: **I am writing to make an open government request for information under the Freedom of Information Act 2000. This request seeks to understand key clinical technology stacks, associated suppliers and contract durations at East London NHS Foundation Trust.**

Please provide information regarding the use of the following clinical software systems at East London NHS Foundation Trust:EPR (Electronic Patient Record): An Electronic Patient Record (EPR) is a digital version of a patient's paper chart.

EPRs are real-time, patient-centered records that make information available instantly and securely to authorized users.

Patient Engagement Portal: A Patient Engagement Portal is an online platform that enables patients to interact with their healthcare providers, access their medical records, schedule appointments, and receive educational materials and support.

Patient Access System: A Patient Access System allows patients to manage their appointments, access personal health information, and communicate with healthcare providers, enhancing their overall experience and engagement.

Virtual Ward Software: Virtual Ward Software is used to manage and monitor patients remotely, typically those with chronic conditions or those recovering from surgery, to provide continuous care and reduce hospital admissions.

Population Health Management Software: Population Health Management Software helps healthcare providers manage and analyze health data for a specific population to improve health outcomes, reduce costs, and enhance the patient experience.

Contact Centre: Contact Centre software facilitates communication between patients and healthcare providers, managing inbound and outbound calls, emails, and other forms of communication efficiently.

Telecare Software: Telecare Software provides remote care services to patients, using technology to monitor health conditions and support independent living, often for elderly or disabled individuals.

For each clinical system listed above, please provide the following details where possible:
a) System type:
b) Supplier name:
c) System name:
d) Date installed:
e) Supplier 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:
l) Framework used:
l) If no system exists, what alternative do you use?

Answer: Please see Appendix 1 attached.

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor