



**East London**  
NHS Foundation Trust  
**Information Governance**  
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London  
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**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)  
**Website:** <https://www.elft.nhs.uk>

09 October 2024

**Our reference: FOI DA5569**

I am responding to your request for information received 27 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.

Yours sincerely,

Information Rights Coordinator

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](http://www.ico.org.uk)

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**Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Digital Dictation**

**Question 1: Do you use Digital Dictation? If yes, could you please answer the following questions:**

Answer: Yes.

**a) Name of the supplier & product?**

The Trust has reviewed question 1a 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 1:

[https://www.elft.nhs.uk/sites/default/files/2024-04/anon\\_response\\_2\\_-\\_foi\\_da5250.pdf](https://www.elft.nhs.uk/sites/default/files/2024-04/anon_response_2_-_foi_da5250.pdf)

**b) How many user licences do you have?**

Answer: The Trust has 110 user licenses for Bighand and 350 Dragon Medical One Speechkit user licences.

**c) What procurement method (if any) was used to obtain this system, i.e. what framework?**

Answer: None, procurement was done through a direct award.

**d) The contract start date?**

Answer: Bighand – Contract start date: 19 January 2024.

Nuance – Contract start date: 16 May 2024

**e) The contract expiry date?**

Answer: Bighand - Expiry date: 30 June 2025.

Nuance – Expiry date: 15 May 2027.

**f) Total contract value?**

Answer: Bighand: Total contract value is £28,164.90

Nuance: Total contract value is £306,600.00.

**g) Is the product integrated with PAS or EPR?**

Answer: No. The products are not integrated with PAS or EPR systems.

**h) What is the name(s) and position(s) of the key internal stakeholder(s) for this service?**

**i) What is the person(s) email and telephone number?**



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**Chief Executive Officer:** Lorraine Sunduza  
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Answer: Simon Fewer – Assistant Director of IT  
Email: [simon.fewer@nhs.net](mailto:simon.fewer@nhs.net)  
Tel: 0207655 4000

Vidya Mohan - Senior Digital and Clinical Systems Programme Manager  
Email: [vidhya.mohan1@nhs.net](mailto:vidhya.mohan1@nhs.net)  
Tel: 0207655 4000

**j) What would you like to see in this product that is currently not being delivered?**

Answer: The Trust has reviewed question 1j 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 and is therefore unable to provide a response.

**Outsourced Transcription**

**Question 2: Do you use Outsourced Transcription? If yes, could you please answer the following questions:**

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 3

[https://www.elft.nhs.uk/sites/default/files/2024-04/anon\\_response\\_2\\_-\\_foi\\_da5250.pdf](https://www.elft.nhs.uk/sites/default/files/2024-04/anon_response_2_-_foi_da5250.pdf)

**a) Name of the supplier:**

Answer: Not applicable.

**b) What procurement method (if any) was used to obtain this system, i.e. what framework:**

Answer: Not applicable.

**c) The contract start date:**

Answer: Not applicable.

**d) Volume of letters per month:**

Answer: Not applicable.



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**e) Total contract value:**

Answer: Not applicable.

**f) What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Answer: Not applicable.

**g) What is the person(s) email and telephone number:**

Answer: Not applicable.

**h) What would you like to see in this product that is currently not being delivered:**

Answer: Not applicable.

**Speech Recognition**

**Question 3: Do you use Speech Recognition? If yes, could you please answer the following questions:**

Answer: Yes.

**a) Name of the supplier & product?**

Answer: The Trust has reviewed question 3a 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 2:

[https://www.elft.nhs.uk/sites/default/files/2024-04/anon\\_response\\_2\\_-\\_foi\\_da5250.pdf](https://www.elft.nhs.uk/sites/default/files/2024-04/anon_response_2_-_foi_da5250.pdf)

**b) How many user licences do you have?**

Answer: The Trust has 110 user licenses for Bighand and 350 Dragon Medical One Speechkit user licences.

**c) What procurement method (if any) was used to obtain this system, i.e. what framework?**

Answer: None, procurement was done through a direct award.

**d) The contract start date?**

Answer: Bighand – Contract start date: 19 January 2024.

Nuance – Contract start date: 16 May 2024

**e) The contract expiry date?**

Answer: Bighand - Expiry date: 30 June 2025.



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Nuance – Expiry date: 15 May 2027.

**f) Total contract value?**

Answer: BigHand: Total contract value is £28,164.90  
Nuance: Total contract value is £306,600.00.

**g) Is the product integrated with PAS or EPR?**

Answer: No. The products are not integrated with PAS or EPR systems.

**h) What is the name(s) and position(s) of the key internal stakeholder(s) for this service?**

**i) What is the person(s) email and telephone number?**

Answer: Simon Fewer – Assistant Director of IT  
Email: [simon.fewer@nhs.net](mailto:simon.fewer@nhs.net)  
Tel: 0207655 4000

Vidya Mohan - Senior Digital and Clinical Systems Programme Manager  
Email: [vidhya.mohan1@nhs.net](mailto:vidhya.mohan1@nhs.net)  
Tel: 0207655 4000

**j) What would you like to see in this product that is currently not being delivered?**

Answer: The Trust has reviewed question 3j 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 and is therefore unable to provide a response.

**Ambient AI Scribe**

**Question 4: Do you use AI-enabled Ambient Scribe? If yes, could you please answer the following questions:**

**a) Name of the supplier & product?**

Answer: The Trust has reviewed question 4a 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 use Ambient AI Scribe and is therefore unable to provide a response.

**b) How many user licences do you have?**

Answer: Not applicable.



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**c) What procurement method (if any) was used to obtain this system, i.e. what framework?**

Answer: Not applicable.

**d) The contract start date?**

Answer: Not applicable.

**e) The contract expiry date?**

Answer: Not applicable.

**f) Total contract value?**

Answer: Not applicable.

**g) Is the product integrated with PAS or EPR?**

Answer: Not applicable.

**h) What is the name(s) and position(s) of the key internal stakeholder(s) for this service?**

Answer: Not applicable.

**i) What is the person(s) email and telephone number?**

Answer: Not applicable.

**j) What would you like to see in this product that is currently not being delivered?**

Answer: Not applicable.

### **Video Consultation**

**Question 5: Do you use Video Consultation? If yes, could you please answer the following questions:**

**a) Name of the supplier & product?**

Answer: Yes. The Trust uses Microsoft Teams.

**b) How many user licences do you have?**

Answer: 7000 user licences.

**c) What procurement method (if any) was used to obtain this system, i.e. what framework?**

Answer: The Trust has reviewed question 5c of your request for information under the Freedom of Information Act (FOI) 2000.

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

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(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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East London NHS Foundation Trust does not manage the framework, this is managed by NHS England. The Trust is therefore unable to provide a response.

**d) The contract start date?**

Answer: The Trust has reviewed question 5d 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 manage the Microsoft Teams contract, this is managed by NHS England. The Trust is therefore unable to provide a response.

**e) The contract expiry date?**

Answer: The Trust has reviewed question 5e 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 manage the Microsoft Teams contract, this is managed by NHS England. The Trust is therefore unable to provide a response.

**f) Total contract value?**

Answer: The Trust has reviewed question 5f 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 manage the Microsoft Teams contract, this is managed by NHS England. The Trust is therefore unable to provide a response.

**g) Is the product integrated with PAS or EPR?**

Answer: No.

**h) What is the name(s) and position(s) of the key internal stakeholder(s) for this service?**

Answer: Usman Malik, Infrastructure & Unified Communications Lead.

**i) What is the person(s) email and telephone number?**



Answer: Email: [usman.malik2@nhs.net](mailto:usman.malik2@nhs.net) Tel: 020 7655 4000.

**j) What would you like to see in this product that is currently not being delivered?**

Answer: The Trust has reviewed question 5j 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 and is therefore unable to provide a response.

**k) How many user licences do you have?**

Answer: 7,000 user licences.

**l) What % of virtual/remote consultations are conducted using video vs telephone?**

Answer: The Trust has reviewed question 4a-4j 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 percentage of video consultations as requested and is therefore unable to provide a response. The Trust has however, recorded approximately 100,000 video consultations that have been registered on our clinical systems.

## **Health Information Systems**

### **Question 7: What supplier(s) do you use for the following?**

**a) • PAS (Patient Administration System)**

Answer: The Trust has reviewed question 7a 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 1-4:

[https://www.elft.nhs.uk/sites/default/files/2024-01/anon\\_response\\_-\\_foi\\_da5131.pdf](https://www.elft.nhs.uk/sites/default/files/2024-01/anon_response_-_foi_da5131.pdf)

**b) • EPR (Electronic Patient Record)**



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Answer: The Trust has reviewed question 7b 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 1-4:

[https://www.elft.nhs.uk/sites/default/files/2024-01/anon\\_response\\_-\\_foi\\_da5131.pdf](https://www.elft.nhs.uk/sites/default/files/2024-01/anon_response_-_foi_da5131.pdf)

**c) • eDMS (Electronic Document Management System)**

Answer: The Trust has reviewed question 7c 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 use the eDMS system as requested and is therefore unable to provide a response.

**d) • RIS (Radiology Information System)**

Answer: The Trust has reviewed question 7d 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 use the RIS system as requested and is therefore unable to provide a response.

**e) • LIMS (Laboratory Information Management System)**

Answer: The Trust has reviewed question 7e 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 use the LIMS system as requested and is therefore unable to provide a response.

**f) • e-Correspondence (e.g. Docman)**



Answer: The Trust has reviewed question 7f 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 use an e-correspondence system as requested and is therefore unable to provide a response.

**g) • Hybrid Mail (e.g. Synertec)**

Answer: The Trust uses Xerox.

**h) • Patient Portal**

Answer: The Trust uses Patients Know Best.



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