



East London

NHS Foundation Trust

Information Governance

Robert Dolan House

9 Alie Street

London

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Website: <https://www.elft.nhs.uk>

10 January 2025

Our reference: FOI DA5768

I am responding to your request for information received 5 December 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

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: I am writing under the Freedom of Information Act 2000 to request information about several systems and services in use at East London NHS Foundation Trust. 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 'N/A' Responses:

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

Clarification on Contract expiry date:

- If the contract is expiring 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**'.

Additionally, could you please fill in the missing product names and revised contract expiry dates?

Technologies	Supplier	Software/system	Contract expiry date	Revised expiry date
Electronic patient record	System C	CareFlow	January 2023	29 February 2026
Electronic patient record	TPP	SystmOne	31 March 2025	31 March 2025
Electronic patient record	Access UK	RiO	1 July 2024	31 January 2027
Electronic patient record	ILLY Systems Ltd	Carepath	31 August 2025	31 August 2025
Electronic patient record	Egton Medical Information Systems LTD	EMIS	November 2025	November 2025
Electronic patient record	Mayden	iaptus	October 2021	31 October 2026
Patient administration system	System C	CareFlow	January 2023	29 February 2026
Patient administration system	ILLY Systems Ltd	Carepath	31 August 2025	31 August 2025
Patient administration system	Egton Medical Information Systems LTD	EMIS	November 2025	November 2025
Patient administration system	TPP	SystmOne	31 March 2025	31 March 2025
Patient administration system	Mayden	iaptus	October 2021	31 October 2026
Electronic prescribing and medicines administration	System C	CareFlow	January 2023	29 February 2026



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Technologies	Supplier	Software/system	Contract expiry date	Revised expiry date
Maternity information system	No system needed	No system needed	No system needed	No system needed
Diagnostic imaging information system	No system needed	No system needed	No system needed	No system needed
Electronic document management system	Microsoft	Microsoft 365	May 2023	31 May 2026
Laboratory information management system (LIMS)	No system installed	No system installed	No system installed	No system installed
Cyber security services	Darktrace	*(please see below)	March 2025	March 2025
Bed management system	Access UK	RiO	July 2024	31 January 2027
Clinical decision support system	Pando	Clinical Messaging system	March 2024	N/A
Hospital pharmacy system	CLEO Systems	Pharmacy System	31 March 2024	31 March 2025
Population health management system	No system installed	N/A	N/A	N/A
Hospital discharge system	Access UK	RiO	July 2024	31 January 2027
Theatre scheduling system	No system installed	No system installed	No system installed	No system installed
Clinical communications system	No system installed	N/A	N/A	N/A
Remote consultation system provider	Zoom	Zoom	February 2024	February 2026
Advice and guidance system provider	Microsoft	MS Teams	February 2024	31 March 2026
Virtual ward and remote monitoring system provider	3M	Attend Anywhere	March 2024	N/A
Cloud provider	Telefónica Tech Northern Ireland Limited	VDI	31 March 2029	31 March 2029
Robotic process automation system	Dispensing Robot from BD –	ROWA MAX.	30 April 2024	30 April 2025
Payroll system	No system installed	N/A	N/A	N/A
Staff rostering system	Healthroster	Healthroster	31 May 2026	31 May 2028



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Technologies	Supplier	Software/system	Contract expiry date	Revised expiry date
HR/workforce management system	Healthroster	Healthroster	31 May 2026	31 May 2028
Supply chain and inventory management system	No system installed	N/A	N/A	N/A
Financial management system	NHS Shared Business Services	Oracle	May 2024	31 May 2026 Review date: 01 June 2025
Barcode and scanning technology system provider	No system installed	N/A	N/A	N/A
Computer hardware provider (laptops, PCs, smartphones, tablets, iPads etc)	CDW	IT Hardware	January 2024	January 2025
Patient Engagement Portal	No system installed	N/A	N/A	N/A

*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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