



Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
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Bronllys
Brecon
Powys LD3 0LY
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Tel: 01686 252159/01874 442071

Our ref: IG/FOI/24.R.339

25 September 2024

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information, which was received on 28 August 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request:

Digital Dictation

1. Do you use Digital Dictation? If yes, could you please answer the following questions:
 - a. Name of the supplier & product?
 - b. How many user licences do you have?
 - c. What procurement method (if any) was used to obtain this system, i.e. what framework?
 - d. The contract start date?
 - e. The contract expiry date?
 - f. Total contract value?
 - g. Is the product integrated with PAS or EPR?
 - 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?
 - j. What would you like to see in this product that is currently not being delivered?

Outsourced Transcription

2. Do you use Outsourced Transcription? If yes, could you please answer the following questions:
 - a. Name of the supplier:

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661



- b. What procurement method (if any) was used to obtain this system, i.e. what framework?
- c. The contract start date:
- d. Volume of letters per month:
- e. Total contract value:
- f. What is the name(s) and position(s) of the key internal stakeholder(s) for this service:
- g. What is the person(s) email and telephone number:
- h. What would you like to see in this product that is currently not being delivered:

Speech Recognition

3. Do you use Speech Recognition? If yes, could you please answer the following questions:
- a. Name of the supplier & product?
 - b. How many user licences do you have?
 - c. What procurement method (if any) was used to obtain this system, i.e. what framework?
 - d. The contract start date?
 - e. The contract expiry date?
 - f. Total contract value?
 - g. Is the product integrated with PAS or EPR?
 - 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?
 - j. What would you like to see in this product that is currently not being delivered?

Ambient AI Scribe

4. Do you use AI-enabled Ambient Scribe? If yes, could you please answer the following questions:
- a. Name of the supplier & product?
 - b. How many user licences do you have?
 - c. What procurement method (if any) was used to obtain this system, i.e. what framework?
 - d. The contract start date?
 - e. The contract expiry date?
 - f. Total contract value?
 - g. Is the product integrated with PAS or EPR?
 - 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?
 - j. What would you like to see in this product that is currently not being delivered?

Video Consultation

5. Do you use Video Consultation? If yes, could you please answer the following questions:
- a. Name of the supplier & product?
 - b. How many user licences do you have?

- c. What procurement method (if any) was used to obtain this system, i.e. what framework?
- d. The contract start date?
- e. The contract expiry date?
- f. Total contract value?
- g. Is the product integrated with PAS or EPR?
- 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?
- j. What would you like to see in this product that is currently not being delivered?
- k. How many user licences do you have?
- l. What % of virtual/ remote consultations are conducted using video vs telephone?

Health Information Systems

1. What supplier(s) do you use for the following?
 - a. PAS (Patient Administration System)
 - b. EPR (Electronic Patient Record)
 - c. eDMS (Electronic Document Management System)
 - d. RIS (Radiology Information System)
 - e. LIMS (Laboratory Information Management System)
 - f. e-Correspondence (e.g. Docman)
 - g. Hybrid Mail (e.g. Synertec)
 - h. Patient Portal

Powys Response:

Please see Powys Teaching Health Boards (PTHB) response below.

| <u>Digital Dictation</u> | | | |
|---|--|-------------|--|
| 1. Do you use Digital Dictation? If yes, could you please answer the following questions: | | | |
| a. Name of the supplier & product? | Olympus | Speech Exec | Dictate.IT |
| b. How many user licences do you have? | Unknown | Unknown | 65 |
| c. What procurement method (if any) was used to obtain this system, i.e. what framework? | Unknown | Unknown | NHS Commercial Solution 5257-4667 |
| d. The contract start date? | N/A | N/A | N/A – Several procurements have been made by several services in the health board. |
| e. The contract expiry date? | These all co-terminate in December 2024. | | |
| f. Total contract value? | N/A | N/A | Please see 1d above. |
| g. Is the product integrated with PAS or EPR? | No | No | No |

| | |
|---|--|
| h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service? | David Owen - Chief Technology Officer |
| i. What is the person(s) email and telephone number? | Contact can be made via PTHB-CTO@wales.nhs.uk |
| j. What would you like to see in this product that is currently not being delivered? | Not currently known |

2. I can confirm PTHB does not use Outsourced Transcription.

| <u>Speech Recognition</u> | | |
|---|--|--|
| 3. Do you use Speech Recognition? If yes, could you please answer the following questions: | | |
| a. Name of the supplier & product? | DragonSpeech | Dictate.IT Swift Live |
| b. How many user licences do you have? | 2 | 12 |
| c. What procurement method (if any) was used to obtain this system, i.e. what framework? | N/A | NHS Commercial Solution 5257-4667. |
| d. The contract start date? | N/A | N/A – Several procurements have been made by several services in the health board. |
| e. The contract expiry date? | These both co-terminate in December 2024. | |
| f. Total contract value? | Please see 1d above. | |
| g. Is the product integrated with PAS or EPR? | No | No |
| h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service? | David Owen - Chief Technology Officer | |
| i. What is the person(s) email and telephone number? | Contact can be made via PTHB-CTO@wales.nhs.uk | |
| j. What would you like to see in this product that is currently not being delivered? | Not currently known | |

4. I can confirm PTHB does not use Ambient AI Scribe.

| <u>Video Consultation</u> | | |
|--|--|-----------------|
| 5. Do you use Video Consultation? If yes, could you please answer the following questions: | | |
| a. Name of the supplier & product? | Induction Healthcare | Attend Anywhere |
| b. How many user licences do you have? | Unlimited licensing for NHS Wales – Unlimited licencing for active waiting areas, meeting rooms and signed in users. | |

| | | |
|---|---|-------------|
| c. What procurement method (if any) was used to obtain this system, i.e. what framework? | G-Cloud 13 framework. | |
| d. The contract start date? | 01/05/2020. | 01/05/2020. |
| e. The contract expiry date? | 31/04/2025. | 31/04/2025. |
| f. Total contract value? | * | |
| g. Is the product integrated with PAS or EPR? | No | No |
| h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service? | Head of Digital Programmes | |
| i. What is the person(s) email and telephone number? | powys.virtualconsult@wales.nhs.uk | |
| j. What would you like to see in this product that is currently not being delivered? | N/A | N/A |
| k. How many user licences do you have? | Please see question b above. | |
| l. What % of virtual/ remote consultations are conducted using video vs telephone? | Data captured is limited to Outpatients activity and associated systems and does not provide a national picture of use. | |

* The contractual agreement including financial information has been withheld as it is considered exempt under Section 43 Commercial Interests of the Freedom of Information Act. This section of the Act sets out an exemption from the right to know if releasing the information is likely to prejudice the commercial interests of any person (a person maybe an individual, company, the public authority itself or any other legal entity).

This exemption was considered by the Health Board when deciding whether to release this information because it was felt that, in doing so, it could create a significant risk in prejudicing the commercial interests of the practice in question.

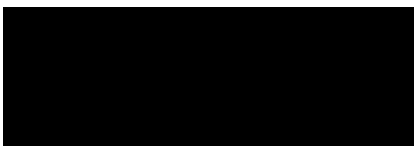
As this is a qualified exemption the Health Board must consider the public interest in deciding whether to withhold or disclose the information. The Health Board accepts that there is a public interest in ensuring openness and transparency. However, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could discourage third parties from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn, this could jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. As a result, exemption section 43 is engaged as it is not considered in the public interest to disclose this information.

| Health Information Systems | |
|--|--|
| 1. What supplier(s) do you use for the following? | |
| a. PAS (Patient Administration System) | WelshPAS (Developed by DHCW) |
| b. EPR (Electronic Patient Record) | Caredirector (Community and MH) N/A in Planned Care |
| c. eDMS (Electronic Document Management System) | No Present System |
| d. RIS (Radiology Information System) | Phillips |
| e. LIMS (Laboratory Information Management System) | No Lab in PTHB |
| f. e-Correspondence (e.g. Docman) | No Present System |
| g. Hybrid Mail (e.g. Synertec) | Healthcare Communications |
| h. Patient Portal | HealthCare Communications for limited patient communications (partial booking letters) |

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via powysfoi.foi@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



David Owen
Chief Technology Officer

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.