

Our ref: IG/FOI/FOI.489.25

02 October 2025

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 02 September 2025, 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, but have applied an exemption to elements of this request. For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request:

Q1. Digital Dictation

- Name of supplier & product
- Number of user licences
- Procurement method (e.g., framework)
- Contract start date
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- Total contract value (if available)
- Integration with PAS /EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

Q2. Outsourced Transcription

- Name of supplier & product
- Procurement method (e.g., framework)
- Contract start date
- Average monthly volume of letters (if available)
- Average monthly volume of lines (if available)
- Total contract value (if available)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

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Q3. Speech Recognition

- Name of supplier & product
- Number of user licences
- Procurement method (e.g., framework)
- Contract start date
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- Total contract value (if available)
- Integration with PAS/ EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

Q4. Ambient AI Scribe

- Name of supplier & product
- Number of user licences
- Procurement method (e.g., framework)
- Contract start date
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- Total contract value (if available)
- Integration with PAS/ EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- Pilot stage (if applicable, please specify supplier, pilot duration, and scope)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

Q5. Video Consultation

- Name of supplier & product
- Number of user licences
- Procurement method (e.g., framework)
- Contract start date
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- Total contract value (if available)
- Integration with PAS/ EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)
- Average number of video appointments per month/year
- % of virtual/remote consultations conducted using video vs telephone

Q6. Health Information Systems

What supplier(s) do you use for the following?

- PAS (Patient Administration System)
- EPR (Electronic Patient Record)
- eDMS (Electronic Document Management System)

- RIS (Radiology Information System)
- LIMS (Laboratory Information Management System)
- e-Correspondence (e.g., Docman)
- Hybrid Mail (e.g., Synertec, Healthcare Communications)
- Patient Portal (e.g., Patient Knows Best)

Powys Response:

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

Q1. Digital Dictation			
a. Name of the supplier & product?	Olympus	Speech Exec	Dictate.IT
b. Number of user licences	Unknown	Unknown	104
c. Procurement method (e.g. framework)	Unknown	Unknown	Framework
d. The contract start date?	N/A	N/A	01/01/2025
e. The contract expiry date?	31/12/2028		
f. Total contract value?	N/A	N/A	£12,408
g. Is the product integrated with PAS or EPR? (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)	No	No	No
h. Key internal stakeholder role/ title	Chief Technology Officer		
i. Desired features not currently delivered (optional)	Not currently known		

Q2. I can confirm PTHB does not use Outsourced Transcription.

Q3. Speech Recognition	
a. Name of the supplier & product?	DragonSpeech
b. Number of user licences	6
c. Procurement method (e.g., framework)	N/A
d. The contract start date?	N/A
e. The contract expiry date?	N/A
f. Total contract value?	N/A.
g. Is the product integrated with PAS or EPR? (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)	No
h. Key internal stakeholder role/ title	Chief Technology Officer
i. Desired features not currently delivered (optional)	Not currently known

Q4. I can confirm PTHB does not use Ambient AI Scribe.

Q5. Video Consultation	
a. Name of the supplier & product?	Induction Healthcare - Attend Anywhere

b. Number of user licences	Unlimited licensing for NHS Wales – Unlimited licencing for active waiting areas, meeting rooms and signed in users.
c. Procurement method (e.g., framework)	G-Cloud 13 framework.
d. The contract start date?	01/04/2024
e. The contract expiry date?	31/03/2026
f. Total contract value?	*
g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)	No
h. Key internal stakeholder(s) for this service?	Head of Digital Programmes
i. Desired features not currently delivered (optional)	N/A
j. How many user licences do you have?	Please see question b above.
k. Average number of video appointments per month/ year	8036 appointments per year over the last 3 years
% of virtual/remote consultations conducted using video vs telephone	27.4% via video

Q6. Health Information Systems	
a. PAS (Patient Administration System)	WelshPAS (Developed by DHCW)
b. EPR (Electronic Patient Record)	Advanced - Caredirector (Community and Mental Health)
c. eDMS (Electronic Document Management System)	No Present System
d. RIS (Radiology Information System)	Phillips
e. LIMS (Laboratory Information Management System)	No Present System
f. e-Correspondence (e.g. Docman)	No Present System
g. Hybrid Mail (e.g. Synertec)	No Present System
h. Patient Portal	No Present System

* The contractual value 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).

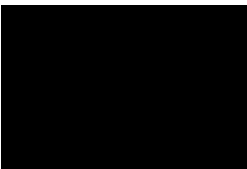
This exemption was considered by the Health Board when deciding whether to release this information because it was felt that, in doing so, it could create a significant risk in prejudicing the commercial interests of the Health Board and third parties we work with.

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

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 Powys.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



Vicki Cooper
Chief Digital Data 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.