

Our ref: IG/FOI/FOI.021.26

12 February 2026

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 14 January 2026, 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)

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

Name of supplier & product of the following HIS:

- 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:

Q1-Q4 & Q6. I can confirm that our response remains unchanged from your previous request (FOI.489.25).

Q5. Please see below table:

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	3628 appointments per month
% of virtual/remote consultations conducted using video vs telephone	27.28% via video

* 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

If you have queries or any concerns, contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications. If you are dissatisfied with the handling or response to your request and wish to ask for a review of this, please contact us and we will arrange for this to be done.

Further information is available from the Information Commissioner's Office who can be contacted at:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Telephone: 0330 414 6421

Complaints Portal: www.ico.org.uk/foicomplaints

Web site: <https://ico.org.uk/>

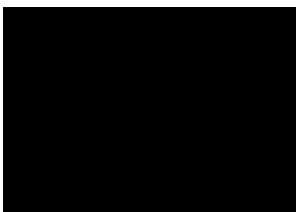
Re-use of Public Sector Information

All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015.

Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however, the Health Board reserves the right, in certain circumstances to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information including a sample license terms and fees can be found at Open Government Licence.

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.