

30 September 2025

**Our Ref:** FOI 1383

Dear

**Freedom of Information Act 2000  
Information in relation to Trust IT Systems**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 2 September 2025.

A response to questions 1b – 1i, 2a – 2h, 3b – 3i, 4a – 4j, 5a – 5k and 6 has been provided by the Planning, Performance & Informatics Directorate and is attached in Appendix A.

In relation to questions 1a and 3a *'Name of Supplier and Product'* I would like to advise you that the Trust has decided not to release the information that is held for the following reasons:

The information requested in questions 1a and 3a is exempt from release under Section 31 and Section 38 of the Freedom of Information Act 2000.

These are all qualified exemptions and so a Public Interest Test was carried out to decide if the information should be released or not. Having weighed up the factors for and against release, it was decided to withhold this information because the disclosure of such information would:

- a) (Section 31) Leave the Trust patients, clients & staff more vulnerable to crime
- b) (Section 38) permits the withholding of information if there is a risk to Health and Safety of Individuals within the Trust. To withhold there must be a likelihood of endangerment to the physical or mental health of any individual

Section 31 – Law Enforcement Section

**Section 31(1)(a)** states that information is exempt if its disclosure is likely to prejudice the prevention or detection of crime. ICO guidance states that this can be used to protect information on a public authority's systems which would make it more vulnerable to crime. It can be used by a public authority that has no law enforcement function:

- To protect the work of one that does
- To withhold information that would make anyone, including the public authority itself, more vulnerable to crime

### Section 38 – Health and safety

**Section 38 states** that as a security attack may lead to the placing of patient and client information into the public domain, the release of the requested information could potentially lead to harm for a number of patients (in a mental health context or may lead to physical harm)

The Trust believes there is a link between the risk endangerment for data subjects and the disclosure of the requested information. There would likely be a substantial detrimental effect on the physical or mental health of patients and clients, should the requested information be released

In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice in respect of questions 1a and 3a.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Officer**

**Q1. Digital Dictation.**

- b. Number of user licences**
- c. Procurement method (e.g., framework)**
- d. Contract start date**
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- f. Total contract value (if available)**
- 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)**
- h. Key internal stakeholder role/title**
- i. Desired features not currently delivered (optional)**

A1. Please see Table 1.

Table 1

Number of user licences	Site Licence (1000 Users)
Procurement method	Framework
Contract start date	1 April 2025
Contract expiry date	31 March 2026
Total contract value	Approximately £21,000
Integration with PAS/EPR	None
Key internal stakeholder role/title	Physician and Regional Chief Clinical Information Officer

**Q2. Outsourced Transcription.**

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

A2. The Trust does not have an Outsourced Transcription.

**Q3. Speech Recognition.**

- b. Number of user licences**
- c. Procurement method (e.g., framework)**
- d. Contract start date**
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- f. Total contract value (if available)**

- 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)**
- h. Key internal stakeholder role/title**
- i. Desired features not currently delivered (optional)**

A3. Please see Table 2.

Table 2

Number of user licences	20
Procurement method	Framework
Contract start date	1 April 2025
Contract expiry date	31 March 2026
Total contract value	Approximately £28,000
Integration with PAS/EPR	
Key internal stakeholder role/title	Physician and Regional Chief Clinical Information Officer

**Q4. Ambient AI Scribe.**

- a. Name of supplier & product**
- b. Number of user licences**
- c. Procurement method (e.g., framework)**
- d. Contract start date**
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- f. Total contract value (if available)**
- 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)**
- h. Pilot stage (if applicable, please specify supplier, pilot duration, and scope)**
- i. Key internal stakeholder role/title**
- j. Desired features not currently delivered (optional)**

A4. The Trust does not have AI Scribe.

**Q5. Video Consultation.**

- a. Name of supplier & product**
- b. Number of user licences**
- c. Procurement method (e.g., framework)**
- d. Contract start date**
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**
- f. Total contract value (if available)**
- 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)**
- h. Key internal stakeholder role/title**
- i. Desired features not currently delivered (optional)**
- j. Average number of video appointments per month/year**

**k. % of virtual/remote consultations conducted using video vs telephone**

A5. The Trust does not have a specific system for Video Consultation.

**Q6. Health Information Systems.**

- **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)**

A6. Please see Table 3.

Table 3

PAS	No
EPR	Yes
eDMS	No
RIS	Yes
LIMS	Yes
e-Correspondence (e.g., Docman)	No
Hybrid Mail (e.g., Synertec, Healthcare Communications)	No
Patient Portal (e.g., Patient Knows Best)	Yes