

Dear

FREEDOM OF INFORMATION – IT SYSTEMS

I write in response to your request for information in relation to IT systems used in NHS Lothian.

Question:

1. 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)

Answer:

The information you have requested is detailed in the table below:

Digital dictation	
Name of supplier and product	G2 Systems, G2 Speech
Number of user licences	1,771
Procurement method	GCloud
Contract start date	2010
Contract expiry date	July 2026 – rolling contract
Total contract value	£300,000
Integration with PAS/EPR	Outbound and inbound to EPS
Key internal stakeholder role/title	N/A
Desired features not currently delivered	N/A

Question:

2. 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)

Answer:

NHS Lothian does not use outsourced transcription software.

Question:

3. 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)

Answer:

The information you have requested is detailed in the table below:

Speech recognition	
Name of supplier and product	G2 Systems, G2 Speech
Number of user licences	1,124
Procurement method	GCloud
Contract start date	2010
Contract expiry date	July 2026 – rolling contract
Total contract value	£300,000
Integration with PAS/EPR	Outbound and inbound to EPS
Key internal stakeholder role/title	N/A
Desired features not currently delivered	N/A

Question:

4. 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)

Answer:

NHS Lothian does not use ambient AI scribe software.

Question:

5. 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

Answer:

The information you have requested is detailed in the table below:

Video consultation	
Name of supplier and product	NHS Near Me
Number of user licences	This is an NHS Scotland contract, NHS Scotland will be able to provide the contract details.
Procurement method	
Contract start date	
Contract expiry date	
Total contract value	
Integration with PAS/EPR	
Key internal stakeholder role/title	
Desired features not currently delivered	

Question:

6. 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)

Answer:

The information you have requested is detailed in the table below:

System	Supplier and product
PAS (Patient Administration System)	TRAK Care
EPR (Electronic Patient Record)	TRAK Care
eDMS (Electronic Document Management System)	SCI Store
RIS (Radiology Information System)	TRAK Care
LIMS (Laboratory Information Management System)	Apex
e-Correspondence (e.g. Docman)	Docman
Hybrid Mail (e.g. Synertec, Healthcare Communications)	HealthCare Communications
Patient Portal (e.g. Patient Knows Best)	HealthShare

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner’s Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner’s response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.



FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI>

Yours sincerely

ALISON MACDONALD
Executive Director of Nursing Midwifery and AHPs
Cc: Chief Executive