Lothian NHS Board

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Date: 03/11/2026
Our Ref: 12000
Enquiries to loth.freedomofinfomation@nhs.scot

Dear

FREEDOM OF INFORMATION – IT SUPPLIERS

I write in response to your request for information in relation to IT suppliers 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:

Digital dictation	
Supplier and product	G2
Number of user licences	2,200
Procurement method	Framework
Contract start and expiry	Rolling contract
Total contract value	£357,873.07
Integration with PAS/EPR	Yes. Demographics, appointments, admissions and document return.
Internal stakeholder role	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 contract is with G2, details as in response to question 1 above.

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:

NHS Lothian uses Near Me technology for video consultation. This is part of a national contract managed by NHS National Services Scotland, who will have the contract details. There is no PAS/EPR integration.

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:

Health Information Systems, NHS Lothian	
PAS (Patient Administration System)	Intersystems – TRAK
EPR (Electronic Patient Record)	Intersystems - TRAK
eDMS (Electronic Document Management System)	SCI Store – ATOS and Docman
RIS (Radiology Information System)	Intersystems - TRAK
LIMS (Laboratory Information Management System)	Dedalus
e-Correspondence	Docman
Hybrid Mail	Atos
Patient Portal	MyCare - National

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.nhslothian.scot/FOI

Yours sincerely

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