

Freedom of Information Act 2000

The Royal Cornwall Hospitals NHS Trust Response to Information request

Date Request Received: 02 September 2025

FOI Ref 30144

Requested Information:

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)

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)

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)

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)

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

6. 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)

Response:

1. Digital Dictation

- Name of supplier & product **Microsoft Dragon Medical One**
- Number of user licences **700**
- Procurement method (e.g., framework) **Direct award**
- Contract start date **01/04/25**
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract) **31/03/25 Extendable contract**
- Total contract value (if available) **Commercially sensitive**
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) **Demographics and appointments from PAS, HL7 MDM output**
- Key internal stakeholder role/title **Not available**
- Desired features not currently delivered (optional) **None**

2. Outsourced Transcription –

- Name of supplier & product Prescribe **Digital**
- Procurement method (e.g., framework) **Framework**
- Contract start date **01/12/2024**
- Average monthly volume of letters (if available) **Not available**
- Average monthly volume of lines (if available) **Not available**
- Total contract value (if available) **Variable – less than £10k pa**
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

3. Speech Recognition

- Name of supplier & product **Microsoft Dragon Speech Recognition DMSK**

- Number of user licences **700**
- Procurement method (e.g., framework) **Direct Award**
- Contract start date **01/04/25**
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract) **30/03/25**
- Total contract value (if available) **Commercially sensitive**
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) **Please see comments for Digital Dictation**
- Key internal stakeholder role/title **Not available**
- Desired features not currently delivered (optional) **None**

4. Ambient AI Scribe – We are currently trialling several products, but none under contract.

- 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)

We are currently Piloting a number of AVT solutions.

- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

5. Video Consultation

- Name of supplier & product **Attend Anywhere**
- Number of user licences **N/A**
- Procurement method (e.g., framework) **G-Cloud Framework**
- Contract start date **01/04/2025**
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract) **31/03/2026 - extendable**
- Total contract value (if available) **Commercially sensitive**
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) **None**
- Key internal stakeholder role/title **Trust wide**
- Desired features not currently delivered (optional) **None**

- Average number of video appointments per month/year Not **recorded**.
- % of virtual/remote consultations conducted using video vs telephone
Not recorded

6. Health Information Systems

- PAS (Patient Administration System) **Being replaced by ongoing implementation of Oracle Millenium**
- EPR (Electronic Patient Record) **Being replaced by ongoing implementation of Oracle Millenium**
- eDMS (Electronic Document Management System) **Civica**
- RIS (Radiology Information System) **CRIS**
- LIMS (Laboratory Information Management System) **Being replaced by ongoing implementation of Cirdan Ultra**
- e-Correspondence (e.g., Docman) **Docman**
- Hybrid Mail (e.g., Synertec, Healthcare Communications) **Synertec**
- Patient Portal (e.g., Patient Knows Best) Netcall **Patient Hub**

Attachment(s):

No Attachment(s)

Date Response sent: 08 October 2025

Section 43 Commercial Sensitivity

Regarding 'Total contract value' the Royal Cornwall Hospital Trust have considered this part of your request and after careful consideration, have concluded that the information requested is exempt from disclosure under Section 43 (2)1 of the Freedom of Information Act 2000:

143. (2) Information is exempt from disclosure under this Act as it would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

Exemption 43 (2) is a qualified exemption and the Royal Cornwall Hospital Trust have fully considered the balance of public interest and are satisfied that the public interest in withholding the information outweighs the public interest in disclosing it. The Trust considers that there is a real likelihood of harm arising to both its own commercial interests but also to our supplier's commercial interests.

