NHS Borders
Planning & Performance

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NHS Borders

Freedom of Information request 472-20

Request

1. Who are the current suppliers of Electronic Patient Record software to the Trust?
   a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
   b. What are the annual licence/support & maintenance charges associated with the solution
   c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?

2. Who are the current suppliers of digital dictation software to the Trust?
   a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
   b. What are the annual licence/support & maintenance charges associated with the solution
   c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?

3. Does the Trust utilise voice recognition software if so who is the provider??
   a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
   b. What are the annual licence/support & maintenance charges associated with the solution
   c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?

4. Does the Trust have an outsourced transcription service if so who is the provider?
   a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
   b. What are the annual licence/support & maintenance charges associated with the solution
   c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?

5. Does the Trust utilise any EPMA (Electronic Prescribing) software if so who is the provider?

   a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
   b. What are the annual licence/support & maintenance charges associated with the solution
   c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?

6. Does the Trust utilise electronic whiteboard functionality on wards if so who is the provider?
   a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
   b. What are the annual licence/support & maintenance charges associated with the solution

    c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?

7. Does the Trust employ an electronic document management service if so who is the provider?
    a. When do these contracts expire? If none, does the Trust envisage a procurement and if so, when?
    b. What are the annual licence/support & maintenance charges associated with the solution
    c. Can we please have access to an organisational chart which identifies who in the organisation is responsible for the contract management and procurement of these technologies?

8. Does the Trust have a published digital transformation plan?
    a. where is this available?

9. Who within the Trust is responsible for digital transformation, please supply contact details, including email address/format.

10. Could you please supply a current organisational chart for medical records, operations management and digital transformation programmes?

11. Does the Trust have an in-house development team or do they outsource?
    a. if inhouse, how many staff are employed
    b. if outsourced, which organisation do you use?

12. What business intelligence or analytics tools if any do the trust use to process clinical data?

Response

1. Electronic Patient Record software is provided by Intersystems and EMIS Health.
    a. Intersystems' contract expires in July 2025, and EMIS Health's in April 2022.
    b. £276,494 per annum for Intersystems and £110,807 per annum for EMIS Health.
    c. The responsibility for contract management and procurement of these technologies is shared between Shona Milne, Head of Procurement, and Jackie Stephen, Head of IM&T.

IM&T Structure
Chart.pdf

2. Digital dictation software is provided by G2 Speech.
    a. The contract is set to expire in September 2021.
    b. G2 Speech is paid £44,657 per annum combined for dictation and voice recognition software.
    c. The responsibility for contract management and procurement of these technologies is shared between Shona Milne, Head of Procurement, and Jackie Stephen, Head of IM&T.

3. Voice recognition software is provided by G2 Speech.
    a. The contract is set to expire in September 2021.
    b. G2 Speech is paid £44,657 per annum combined for dictation and voice recognition software.
    c. The responsibility for contract management and procurement of these technologies is shared between Shona Milne, Head of Procurement, and Jackie Stephen, Head of IM&T.

4. NHS Borders does not have an outsourced transcription service.
    a. NHS Borders does not anticipate any requirement for this service.
    b. Not applicable.
    c. The responsibility for contract management and procurement of these technologies is shared between Shona Milne, Head of Procurement, and Jackie Stephen, Head of IM&T.

5. Not applicable.

6. Electronic whiteboard functionality on wards is provided by Nugensis.
   a. The contract is set to expire in November 2021.
   b. £5,492 per annum
   c. The responsibility for contract management and procurement of these technologies is shared between Shona Milne, Head of Procurement, and Jackie Stephen, Head of IM&T.

7. NHS Borders does not use an electronic document management service.
   a. No procurement is envisaged at this time.
   b. Not applicable.
   c. The responsibility for contract management and procurement of these technologies is shared between Shona Milne, Head of Procurement, and Jackie Stephen, Head of IM&T.

8. NHS Borders is currently working on a new Digital Transformation Plan. This has been delayed due to the COVID-19 response. Please find attached the IM&T Strategy 2014-19 plan below. This is the most recent plan available, but it is out of date.

   IM&T Strategy 2014-19.pdf

9. Jackie Stephen is responsible for digital transformation. jackie.stephen@borders.scot.nhs.uk

10. Please see the IM&T Structure Chart that was attached in response to question 1. c)

11. NHS Borders has an in-house development team.

12. The development team consists of 3 permanent staff and 1 staff member on a temporary contract.

13. Not applicable.

14. NHS Borders currently uses Business Objects and is in the process of implementing Tableau.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **472-20** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.