Reference Number:	FOI202425/188
From:	Commercial
Date:	05 August 2024
Subject:	Digital Systems Contract Information

I am writing to make an open government request for information under the Freedom of Information Act 2000. This request seeks to understand key clinical technology stacks, associated suppliers and contract durations at Liverpool Heart and Chest Hospital NHS Foundation Trust.
Please provide information regarding the use of the following clinical software systems at Liverpool Heart and Chest Hospital NHS Foundation Trust.

For each clinical system listed, please provide the following details where possible:
a) System type:
b) Supplier name:
c) System name:
d) Date installed:
e) Supplier contract expiration:
f) Is this contract annually renewed? - Yes/No
g) Do you currently have plans to replace this system? - Yes/No
h) Procurement framework:
i) Other systems it integrates with:
j) Total value of contract (£):
k) Notes - e.g. we are currently out to tender:
l) Framework used:
m) If no system exists, what alternative do you use?

Q1   EPR (Electronic Patient Record): An Electronic Patient Record (EPR) is a digital version of a patient's paper chart. EPRs are real-time, patient-centered records that make information available instantly and securely to authorized users.

A1   a) EPR
        b) Altera
        c) Sunrise Clinical Manager
        d) 26/06/2013
        e) 31/05/2025
        f) No
        g) No
        h) NHS SBS
        i) Silverlink PAS, Hyland OnBase, Sample360, Draeger, Mindray, AQURE.
        j) £1,917,665.00
        k) None
        l) As per A1h
        m) N/A

Q2   Patient Engagement Portal: A Patient Engagement Portal is an online platform that enables patients to interact with their healthcare providers, access their medical records, schedule appointments, and receive educational materials and support.

A2   a) Patient Engagement Portal
b) Cisco
c) Healthcare Communications
d) 01/01/2022
e) 31/12/2025
f) No
g) No
h) G-Cloud 12
i) OnBase EDMS, Epro, EPR
j) £758,021.13
k) None
l) As per A2h
m) N/A

Q3   Patient Access System: A Patient Access System allows patients to manage their appointments, access personal health information, and communicate with healthcare providers, enhancing their overall experience and engagement.

A3   Information not held – we do not have a Patient Access System.

Q4   Virtual Ward Software: Virtual Ward Software is used to manage and monitor patients remotely, typically those with chronic conditions or those recovering from surgery, to provide continuous care and reduce hospital admissions.

A4   Liverpool Heart and Chest Hospital do not hold the contract for Virtual Ward Software.

Q5   Population Health Management Software: Population Health Management Software helps healthcare providers manage and analyze health data for a specific population to improve health outcomes, reduce costs, and enhance the patient experience.

A5   Information not held – we do not have Population Health Management Software.

Q6   Contact Centre: Contact Centre software facilitates communication between patients and healthcare providers, managing inbound and outbound calls, emails, and other forms of communication efficiently.

A6   Information not held – we do not have a Contact Centre.

Q7   Telecare Software: Telecare Software provides remote care services to patients, using technology to monitor health conditions and support independent living, often for elderly or disabled individuals.

A7   Information not held – we do not have Telecare Software.