

Reference Number: FOI202425/371
From: Press/Media
Date: 20 November 2024
Subject: Software used for various IT systems

Q1 I am writing under the Freedom of Information Act 2000 to request information about several systems and services in use at Liverpool Heart and Chest Hospital Foundation Trust. My inquiries are as follow.

Please note: In relation to cyber security, we are asking for the name of your main cyber security provider. We do not need to know the software or sub-contractors used.

Clarification on 'N/A' Responses:

- Please enter 'No System Installed' if your trust does not have such system.
- Please enter 'No system needed' if your trust does not have a department or service which requires such a system.

Clarification on Contract expiry date:

- If the contract is expiring in the next 6 months, please state if the trust plans to renew, re-procure or take any other action.
- If the contract is on a rolling basis, Please enter 'Rolling'.

Additionally, could you please fill in the missing product names and revised contract expiry dates?

A1 [Please see attached document: FOI 371 Response](#)

Technologies	Supplier	Software/system	Contract expiry date	Revised expiry date
Electronic patient record	Altera	Allscripts	31/05/2026	
Patient administration system	Alcidion	ICS Clinical Information System	31/03/2026	
Maternity information system	Information not held - Liverpool Heart and Chest Hospital NHS Foundation Trust is a specialist cardiothoracic centre and therefore does not have a maternity ward or provide any maternity related services.			
Diagnostic imaging information system	Philips	Vue PACS	30/06/2033	
Cyber security services	<p>Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.</p> <p>This information is available on our website, it can be found in our 24/25 Disclosure Log, please see FOI Request Ref: 192: https://www.lhch.nhs.uk/resources/disclosurelogs</p> <p>Enter the year into the Year field and reference number into the Search field then click Search. Select Download to open.</p>			
Clinical decision support system	Altera	Allscripts	31/05/2026	
Hospital pharmacy system	EMIS	Ascribe	20/12/2024	
Population health management system	No system installed	No system installed	No system installed	
Theatre scheduling system	Altera	Allscripts	31/05/2026	
Clinical communications system	Healthcare Communications	Healthcare Communications	31/12/2025	
Remote consultation system provider	Induction Healthcare	Attend Anywhere	31/03/2026	
Advice and guidance system provider	No system installed	No system installed	No system installed	
Virtual ward and remote monitoring system provider	Docobo	<p>Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.</p> <p>This information is available on our website, it can be found in our 24/25 Disclosure Log, please see FOI Request Ref: 004: https://www.lhch.nhs.uk/resources/disclosurelogs</p> <p>Enter the year into the Year field and reference number into the Search field then click Search. Select Download to open.</p>		
Cloud provider	Microsoft	Azure	Rolling contract	
Robotic process automation system	SS&C Blue Prism	<p>Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.</p> <p>This information is available on our website, it can be found in our 24/25 Disclosure Log, please see FOI Request Ref: 019: https://www.lhch.nhs.uk/resources/disclosurelogs</p> <p>Enter the year into the Year field and reference number into the Search field then click Search. Select Download to open.</p>		

Payroll system	<p>Information not held - payroll services for the Trust are provided by St Helens & Knowsley Teaching Hospitals NHS Trust</p> <p>You may want to consider re-submitting your request to St Helens & Knowsley on the following address: foirequests@sthk.nhs.uk</p>			
Staff rostering system	RLDATIX	Allocate Healthroster	31/03/2026	
HR/workforce management system	IBM	ESR	Information not held - this is nationally procured system	
Barcode and scanning technology system provider	Newland	Newland	No contract in place	
Computer hardware provider (laptops, PCs, smartphones, tablets, iPads etc)	CDW	VMWare	No contract in place	
Computer hardware provider (laptops, PCs, smartphones, tablets, iPads etc)	CDW	Microsoft 365	No contract in place	
Patient Engagement Portal	No system installed	No system installed	No system installed	