

**Reference Number:** FOI202526/006  
**From:** Commercial  
**Date:** 04 April 2025  
**Subject:** Teleradiology contract

Q1 When does your current teleradiology contract expire?

A1 Medica - rolling contract, on 2 yearly reviews as of 2024

Please note this does not include the Targeted Lung Health Check screening programme.

Q2 Please provide the start date of your current teleradiology contract and the duration of your relationship with the vendor.

A2 Medica - 2016. Next contract review Dec 2026

Q3 Who are your current teleradiology providers?

A3 Medica

Q4 Please provide details of any recorded terms in your current teleradiology contracts that allow for engagement with additional providers, including specific conditions or limitations.

A4 Information not held – no recorded terms

Q5 Please provide the number of radiology studies reported monthly by each teleradiology provider, broken down by modality (CT, X-ray, ultrasound, MRI) and subspecialisms. - I have put monthly because of the seasonal peaks and troughs that TR companies struggle with.

A5 CT - average 247 per month  
MRI - average 60 per month

Q6 Please provide recorded data on the percentage of radiology studies reported within SLA's by your teleradiology providers, broken down by modality and sub specialism

A6 Average 81% (combined CT and MR)

Q7 Please provide recorded information on the current backlog of radiology studies waiting to be reported.

A7 CT - 132  
MRI - 158

- Q8 Please provide the names of your current RIS (Radiology Information System) and PACS (Picture Archiving and Communication System) providers.
- A8 RIS - Magnetis Software  
PACS - Philips
- Q9 Provide details of interoperability barriers between your PACS/RIS systems and external teleradiology platforms, including specific technical standards causing incompatibility.
- A9 We do not have a HL7 attended orders feed to our supplier which would improve workflow.
- Q10 Who manages your current teleradiology contracts from within radiology and/or IT
- A10 Business Manager / Radiology Directorate Manager
- Q11 Detail quality assurance processes for outsourced reports to your teleradiology provider, including frequency of discrepancy reviews and peer review process
- A11 Discrepancies logged via medica clinical governance portal and feedback provided to person who logs and the reporter.
- Q12 Please provide recorded data on which radiology subspecialties (e.g., neuro, musculoskeletal, paediatric) currently require supplemental external reporting support.
- A12 Cardiac
- Q13 Please disclose any documented contingency plans your teleradiology provider uses in order to maintain radiology reporting continuity during IT system failures or workforce shortages.
- A13 Escalation to Trust to return in-house for reporting.
- Q14 Disclose the planned tender schedule for teleradiology radiology reporting services over the next 24 months, including anticipated contract values.
- A14 Information not held - No change in contract anticipated.
- Q15 Disclose your contracted teleradiology vendors process for the handling and communicating of incidental findings and urgent findings.
- A15 Via alert emails to clinical and administrative team.