



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Tracy Myhill**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 17<sup>th</sup> December 2020  
Ein Cyf / Our Ref: 20-K-026

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk



Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

Dear

I refer to your Freedom of Information Act Request acknowledged by ourselves on 20<sup>th</sup> November 2020. Your request sought information relating to software.

**1. Who are the current suppliers of Electronic Patient Record software to the Health Board?**

The Health Board use the Welsh Clinical Portal supplied by NHS Wales.

**a. When do these contracts expire? If none, does the Health Board envisage a procurement and if so, when?**

Not applicable – this is part of an All Wales contract and is provided free of charge.

**b. What are the annual licence/support & maintenance charges associated with the solution**

Not applicable – this is part of an All Wales contract.

**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?**

Matt John

Director of Digital Services & Chief Digital Officer

[matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)

Richard Clayfield

Senior Procurement Business Manager – SBUHB

NHS Wales Shared Services Partnership - Procurement Services

[richard.clayfield@wales.nhs.uk](mailto:richard.clayfield@wales.nhs.uk)



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

**2. Who are the current suppliers of digital dictation software to the Health Board?**

Big Hand and Olympus

**a. When do these contracts expire? If none, does the Health Board envisage a procurement and if so, when?**

Big Hand – September 2020

Olympus – Not applicable (no contract)

**b. What are the annual licence/support & maintenance charges associated with the solution**

£20,352.00

**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?**

Matt John

Director of Digital Services & Chief Digital Officer

[matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)

Richard Clayfield

Senior Procurement Business Manager – SBUHB

NHS Wales Shared Services Partnership - Procurement Services

[richard.clayfield@wales.nhs.uk](mailto:richard.clayfield@wales.nhs.uk)

**3. Does the Health Board utilise voice recognition software if so who is the provider??**

We are currently trialling the opportunities, and there are ad hoc instances used across the HB using technology such as Dragon Dictate.

**a. When do these contracts expire? If none, does the Health Board envisage a procurement and if so, when?**

Not applicable

**b. What are the annual licence/support & maintenance charges associated with the solution**

Not applicable

**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?**

Not applicable

**4. Does the Health Board have an outsourced transcription service if so who is the provider?**

No

**a. When do these contracts expire? If none, does the Health Board envisage a procurement and if so, when?**

Not applicable

**b. What are the annual licence/support & maintenance charges associated with the solution?**



Not applicable

- 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?**

Not applicable

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

JAC Medicines Management v2018.1

- a. When do these contracts expire? If none, does the Health Board envisage a procurement and if so, when?**

3-year contract in place until March 2021 with option to extend up to a maximum of 7 years (until March 2025). National procurement underway led by NWIS, SBUHB are likely to maintain the current product until such time the national solution replaces/matches our current implementation.

- b. What are the annual licence/support & maintenance charges associated with the solution**

HEPMA is currently being rolled out and maintenance costs will increase as the rollout progresses. Cost of £10,615 for this year.

- 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?**

Matt John

Director of Digital Services & Chief Digital Officer

[matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)

Richard Clayfield

Senior Procurement Business Manager – SBUHB

NHS Wales Shared Services Partnership - Procurement Services

[richard.clayfield@wales.nhs.uk](mailto:richard.clayfield@wales.nhs.uk)

**6. Does the Health Board utilise electronic whiteboard functionality on wards if so who is the provider?**

In-house - Signal

- a. When do these contracts expire? If none, does the Health Board envisage a procurement and if so, when?**

Not applicable

- b. What are the annual licence/support & maintenance charges associated with the solution**

Not applicable

- 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?**

Matt John

Director of Digital Services & Chief Digital Officer

[matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)



Richard Clayfield  
Senior Procurement Business Manager – SBUHB  
NHS Wales Shared Services Partnership - Procurement Services  
[richard.clayfield@wales.nhs.uk](mailto:richard.clayfield@wales.nhs.uk)

**7. Does the Health Board employ an electronic document management service if so who is the provider?**

In-house - DMS

**a. When do these contracts expire? If none, does the Health Board envisage a procurement and if so, when?**

Not applicable

**b. What are the annual licence/support & maintenance charges associated with the solution?**

Not applicable

**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?**

Not applicable

**8. Does the Health Board have a published digital transformation plan?**

Yes - The Digital Strategy

**a. Where is this available?**



Digital Strategy.pdf

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

Matt John

Director of Digital Services & Chief Digital Officer

[matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)

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



Digital Services  
Structures - Update

**11. Does the Health Board have an in-house development team or do they outsource?**

In-house development team

**a. If in-house, how many staff are employed?**

6 WTE staff

**b. If outsourced, which organisation do you use?**

Not applicable



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

### Business Intelligence tools

- Power BI – we are in the process of moving to Power BI.
- Qlikview – these will be migrated to Power BI.
- QlikSense – these will be migrated to Power BI.
- SQL Reporting Services

### Processing Tools

- SSIS (SQL Server Integration Services)

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



On behalf of

Pam Wenger

**Director of Corporate Governance**

