

**Reference:** FOI.ICB-2425/166

**Subject:** Clinical Technology Stacks, Associated Suppliers and Contract Durations

*I can confirm that the ICB does hold some of the information requested; please see responses below:*

QUESTION	RESPONSE
<p>Please provide information regarding the use of the following clinical software systems at Bristol, North Somerset and South Gloucestershire Integrated Care Board:</p> <p>A. <b>EPR (Electronic Patient Record):</b> 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.</p> <p>B. <b>Patient Engagement Portal:</b> 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.</p> <p>C. <b>Patient Access System:</b> 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.</p>	<p>A. <b>EPR (Electronic Patient Records)</b> – The ICB holds some of the information requested. It should be noted that the ICB does not use Electronic Patient Record systems and does not maintain comprehensive information about Electronic Patient Record systems used by providers in Bristol, North Somerset and South Gloucestershire (BNSSG).</p> <ul style="list-style-type: none"> <li>• GP Practices in BNSSG use an Electronic Patient Record system provided by EMIS Group PLC. The ICB does not hold the detailed information requested about this system.</li> <li>• The ICB commissions community health services from Sirona care and health, which uses an Electronic Patient Record system provided by EMIS Group PLC. The ICB does not hold the detailed information requested about this system. Please contact Sirona directly for more information: <a href="mailto:Sirona.hello@nhs.net">Sirona.hello@nhs.net</a></li> <li>• The ICB commissions acute hospital services from North Bristol NHS Trust (NBT) and University Hospitals Bristol and Weston NHS Foundation Trust (UHBW),</li> </ul>

- D. **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.
- E. **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.
- F. **Contact Centre:** Contact Centre software facilitates communication between patients and healthcare providers, managing inbound and outbound calls, emails, and other forms of communication efficiently.
- G. **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.

For each clinical system listed above, 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

which use an Electronic Patient Record system provided by System C. The ICB does not hold the detailed information requested about this system, please contact the acute hospital trusts directly for more information:

- NBT – <https://www.nbt.nhs.uk/about-us/information-governance/freedom-information>
- UHBW - <https://www.uhbw.nhs.uk/p/how-we-use-your-data/freedom-of-information-foi-requests>
- The ICB commissions mental health services from Avon and Wiltshire NHS Partnership Trust (AWP), which uses an Electronic Patient Record system provided by The Access Group. The ICB does not hold the detailed information requested about this system. Please contact AWP directly for more information: [awp.freedomofinformation@nhs.net](mailto:awp.freedomofinformation@nhs.net)
- The ICB commissions urgent care services from BrisDoc, which uses an Electronic Patient Record system provided by One Advanced. The ICB does not hold the detailed information requested about this system. Please contact BrisDoc directly for more information: <https://brisdock.co.uk/contact-us/>

A list of Integrated Care System providers and a link to their websites can be found on the ICB website:

<https://bnssg.icb.nhs.uk/about-us/the-integrated-care-system-in-bnssg/>

- 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?

**B. Patient Engagement and Online Appointment Booking –**  
The ICB holds some of the information requested. The ICB holds some information about software used by GP Practices in BNSSG:

- **Accurx**
  - i. Supplier name: Accurx Ltd
  - ii. Contract expiration: June 2025
  - iii. Approximate value: £622,000
  - iv. Procurement Framework: GP IT Futures
  - v. Contract renewal decision: TBC
- **e-consult**
  - i. Supplier name: e-consult
  - ii. Contract expiration: June 2025
  - iii. Approximate value: £74,000
  - iv. Procurement Framework: GP IT Futures
  - v. Contract renewal decision: TBC

The ICB is aware of some other providers in BNSSG using the DrDoctor patient engagement platform. The ICB does not hold the detailed information requested about this system.

- C. Patient Access System – The ICB does not hold this information.
- D. Virtual Ward Software – The ICB does not hold this information. The ICB commissions some virtual ward services from Sirona Care and Health. Please contact Sirona Care &

	<p>Health to request information about any software that is used in the provision of these services: <a href="mailto:Sirona.hello@nhs.net">Sirona.hello@nhs.net</a></p> <p>E. Population Health Management – The ICB does not hold this information.</p> <p>F. Contact Centre – The ICB does not hold this information.</p> <p>G. Telecare – The ICB does not hold this information.</p>
--	--

***The information provided in this response is accurate as of 10 September 2024 and has been approved for release by Deborah El-Sayed, Chief Transformation and Digital Officer and Dave Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***