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Ref: FOI/2025/11203

Date Received: 5th November 2025

Response Due: 3rd December 2025

Date: 2nd December 2025

Dear Sir/Madam

With reference to your request for information received on 5th November 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

Please provide information regarding the following system contracts:
1. **Ambient Voice Technology (scribing)**
2. **Blood tracking**
3. **Clinical data warehouse**
4. **Clinical Portal**
5. **Health Information Exchange (HIE)**
6. **Live operational dashboard system**
7. **Oncology e-prescribing**
8. **Patient Portal**
9. **Pharmacy**
10. **Transfers of care system**
11. **Virtual Wards**

Please enter 'No System Installed' or 'No Department' under supplier name if your trust does not use the system or have the department:
a. **System type –**
b. **Supplier name –**
c. **System name –**
d. **Date installed –**
e. **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) –

Please provide your answer in the above format for each system.

1. Ambient Voice Technology.

a) System type – Ambient Voice Technology
b) Supplier name – Heidi.AI
c) System name – Heidi.AI
d) Date installed – Small pilot commenced Oct 2025
e) Contract expiration – N/A
f) Is this contract annually renewed? – N/A
g) Do you currently have plans to replace this system? – N/A
h) Procurement framework – N/A
i) Other systems it integrates with? – N/A
j) Total value of contract (£) – N/A
k) Notes (e.g. we are currently out to tender) – Pilot only.

2. Blood Tracking.

a) System type – No system installed.
b) Supplier name – N/A.
c) System name – N/A.
d) Date installed – N/A.
e) Contract expiration – N/A.
f) Is this contract annually renewed? – N/A.
g) Do you currently have plans to replace this system? – N/A.
h) Procurement framework – N/A.
i) Other systems it integrates with? – N/A.
j) Total value of contract (£) – N/A.
k) Notes (e.g. we are currently out to tender) – N/A.

3. Clinical Data Warehouse

a) System type – Clinical Datawarehouse
b) Supplier name – Catalyst-IT
c) System name – Snowflake
d) Date installed – 2021
e) Contract expiration – 2028
f) Is this contract annually renewed? - No
g) Do you currently have plans to replace this system? - No
h) Procurement framework – CCS Procurement Framework.
i) Other systems it integrates with? – Clinical systems
j) Total value of contract (£) – £153k
k) Notes (e.g. we are currently out to tender) –

4. Clinical Portal.

a) System type – Clinical Portal
b) Supplier name – Altera Health
c) System name – Sunrise Clinical Manager
d) Date installed – June 2016

e) Contract expiration – Dec 2029
f) Is this contract annually renewed? - No
g) Do you currently have plans to replace this system? - No
h) Procurement framework – QE Facilities Framework/
i) Other systems it integrates with? – Most clinical / diagnostic systems/
j) Total value of contract (£) – £798,000 per annum.
k) Notes (e.g. we are currently out to tender) –

5. Health Information Exchange (HIE)

a) System type – No system installed.
b) Supplier name – N/A.
c) System name – N/A.
d) Date installed – N/A.
e) Contract expiration – N/A.
f) Is this contract annually renewed? – N/A.
g) Do you currently have plans to replace this system? – N/A.
h) Procurement framework – N/A.
i) Other systems it integrates with? – N/A.
j) Total value of contract (£) – N/A.
k) Notes (e.g. we are currently out to tender) – N/A.

6. Live Operational Dashboard System.

a) System type – Live Operational Dashboard System.
b) Supplier name – Catalyst-IT
c) System name – Qlik
d) Date installed – 2010
e) Contract expiration – 2026
f) Is this contract annually renewed? - No
g) Do you currently have plans to replace this system? - No
h) Procurement framework – CCS Framework.
i) Other systems it integrates with? – Primarily snowflake and HIS
j) Total value of contract (£) – £238,624
k) Notes (e.g. we are currently out to tender) –

7. Oncology e-prescribing.

a) System type – Oncology e-prescribing.
b) Supplier name – iQHeathTech.
c) System name – iQemo.
d) Date installed – March 2020.
e) Contract expiration – January 2026.
f) Is this contract annually renewed? – No.
g) Do you currently have plans to replace this system? – No.
h) Procurement framework – HTE Framework.
i) Other systems it integrates with? – N/A.
j) Total value of contract (£) – £26,604.
k) Notes (e.g. we are currently out to tender) – N/A.

8. Patient Portal.

a) System type – Patient Portal.
b) Supplier name – DrDoctor

c) System name – DrDoctor
d) Date installed – 2022
e) Contract expiration – October 2025
f) Is this contract annually renewed? - No
g) Do you currently have plans to replace this system? – No having contract renewal discussions
h) Procurement framework – SBS
i) Other systems it integrates with? – PAS/Patient Centre
j) Total value of contract (£) – Currently under negotiation
k) Notes (e.g. we are currently out to tender) – Contract renewal currently under negotiation

9. Pharmacy.

a) System type – Tendable.
b) Supplier name – Tendable.
c) System name – Tendable.
d) Date installed – 2019.
e) Contract expiration – February 2026.
f) Is this contract annually renewed? – previously renewed every 3 years.
g) Do you currently have plans to replace this system? – No.
h) Procurement framework – G Gloud 13.
i) Other systems it integrates with? – None.
j) Total value of contract (£) – £165,900 (for the whole Trust, not pharmacy specifically).
k) Notes (e.g. we are currently out to tender) – N/A.

a) System type – Pharmacy
b) Supplier name – Kelsius LTD
c) System name – Coolcheck
d) Date installed – April 2023
e) Contract expiration – rolling annual contract
f) Is this contract annually renewed? – Yes
g) Do you currently have plans to replace this system? - No
h) Procurement framework – no Framework in place now but one was used at the time to purchase.
i) Other systems it integrates with? – N/A
j) Total value of contract (£) – Circa £60k
k) Notes (e.g. we are currently out to tender) – N/A

a) System type – Pharmacy
b) Supplier name – Tendable Limited
c) System name – Tendable
d) Date installed – 2019
e) Contract expiration – February 2026
f) Is this contract annually renewed? – No (renewed every 3 years)
g) Do you currently have plans to replace this system – No.
h) Procurement framework – G Cloud 13.
i) Other systems it integrates with? – None.
j) Total value of contract (£) – £165,900.00
k) Notes (e.g. we are currently out to tender) –N/A

a) System type – Pharmacy
b) Supplier name – Ascribe Ltd t/a EMIS Health
c) System name – Ascribe Pharm Outcomes Web Interface
d) Date installed – Not recorded.
e) Contract expiration – 31/03/2026
f) Is this contract annually renewed? – Yes

g) Do you currently have plans to replace this system – No
h) Procurement framework – No
i) Other systems it integrates with? – NA
j) Total value of contract (£) – £4,850
k) Notes (e.g. we are currently out to tender) –

a) System type – Pharmacy
b) Supplier name – Ascribe Ltd t/a EMIS Health
c) System name – EMIS Health
d) Date installed – Not recorded.
e) Contract expiration – 31/03/2026
f) Is this contract annually renewed? – Yes
g) Do you currently have plans to replace this system – No
h) Procurement framework – SBS
i) Other systems it integrates with? – NA
j) Total value of contract (£) - £60,830.45
k) Notes (e.g. we are currently out to tender) – NA

a) System type – Pharmacy
b) Supplier name – 4S Information Systems.
c) System name – DAWN Anti Coagulant
d) Date installed – initial installation was 28/03/2007.
e) Contract expiration – 31/10/2026.
f) Is this contract annually renewed? Yes
g) Do you currently have plans to replace this system – No
h) Procurement framework – No
i) Other systems it integrates with? – Integrated with an inbound INR interface via Telepath through TIE
(Rhapsody), and an inbound demographics interface via Clinicom through TIE.
j) Total value of contract (£) - Original purchase price £26,800.
k) Notes (e.g. we are currently out to tender) – NA

10. Transfers of Care System.

a) System type – No system installed.
b) Supplier name – N/A.
c) System name – N/A.
d) Date installed – N/A.
e) Contract expiration – N/A.
f) Is this contract annually renewed? – N/A.
g) Do you currently have plans to replace this system? – N/A.
h) Procurement framework – N/A.
i) Other systems it integrates with? – N/A.
j) Total value of contract (£) – N/A.
k) Notes (e.g. we are currently out to tender) – N/A.

11. Virtual Wards.

a) System type – Virtual Wards/Remote monitoring
b) Supplier name – DOCCLA
c) System name – DOCCLA
d) Date installed – April 2025
e) Contract expiration – April 2027
f) Is this contract annually renewed? – Yes.
g) Do you currently have plans to replace this system? – No

h) Procurement framework – SBS Framework
i) Other systems it integrates with? – None but it has capabilities to integrate with SystmOne and Allscripts.
j) Total value of contract (£) – £167,814.00
k) Notes (e.g. we are currently out to tender) – None

System definitions:

Ambient Voice Technology (scribing): Ambient Voice Technology (AI Scribe) - Technology that automatically captures and transcribes clinician–patient conversations in real time and uses artificial intelligence to generate structured clinical notes or documentation. This differs from standard speech recognition or dictation tools because the system works in the background during consultations and produces draft notes for clinician review rather than requiring manual dictation.

Blood tracking: A system that electronically tracks and matches blood products with the correct patient (from fridge to vein).

Clinical data warehouse: A centralized repository for a healthcare organization's data retrieved from disparate sources, processed, and structured for analytical querying and reporting.

Clinical Portal: An electronic window that will allow clinicians to view defined information about individual patients in a 'virtual' electronic patient record drawn from information held in different clinical systems. Integrates a variety of products and services in the clinical setting.

Health Information Exchange (HIE): Is the electronic transmission of healthcare-related data among medical facilities, health information organizations, and government agencies according to national standards. HIE enables care professionals to view shared records and make more informed decisions for patients.

Live operational dashboard system: Live operational dashboard system-this is a toolset developed to provide clinicians with the relevant and timely information they need to support daily decision making that improve quality of patient care

Oncology e-prescribing: Module or functionality that supports electronic chemotherapy prescribing, medication administration and dispensing activities.

Patient Portal: It is a secure online website or app that allows patients to access their health records and perform basic transactions with their providers. The portal facilitates communication, appointment scheduling, bill payment, prescription requests and other administrative tasks.

Pharmacy: Pharmacy orders and stock control is managed electronically Transfers of care system: System used to manage and collect data on patient moving from one care provider to another.

Virtual Wards: Virtual wards, also known as virtual care wards or hospital-at-home programs, are healthcare models that aim to provide hospital-level care to patients in their own homes. These programmes typically utilise telehealth technologies and remote monitoring systems to deliver medical care and supervision to patients who would otherwise require hospitalisation.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

Garry Harris
Deputy Director Digital & Chief Technology Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111