

FOI REF: 25/268

14th May 2025

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

1. When does your current teleradiology contract expire?

[The current contract expiry date - 4th January 2026.](#)

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

[The start date of our current contract - 18th January 2021.](#)

[Duration of relationship with the vendor – 12 years.](#)

3. Who are your current teleradiology providers?

[Medica Reporting Ltd](#)

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

[Section 17 Notice of Refusal](#)

[Whilst the Trust holds the information requested, it is applying a Section 43\(2\) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.](#)

[In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.](#)

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As the trust is currently in a procurement process for the services mentioned, disclosure at this stage may prejudice that process.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

5. **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.**

Section 43(2) applied, please see Q4 for explanation.

6. **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**

Section 43(2) applied, please see Q4 for explanation.

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

Section 43(2) applied, please see Q4 for explanation.

8. **Please provide the names of your current RIS (Radiology Information System) and PACS (Picture Archiving and Communication System) providers.**

RIS – Magentus Software Ltd
PACS - Sectra

9. **Provide details of interoperability barriers between your PACS/RIS systems and external teleradiology platforms, including specific technical standards causing incompatibility.**

Connected via VPN Query Retrieve and direct send is available from ESHT PACS and CT scanners. Reports are placed directly within the PACS ideally HL7 ORU would be an ideal option but not available between systems.

10. **Who manages your current teleradiology contracts from within radiology and/or IT**

Radiology Services Manager.

11. **Detail quality assurance processes for outsourced reports to your teleradiology provider, including frequency of discrepancy reviews and peer review process**

Section 43(2) applied, please see Q4 for explanation.

- 12. Please provide recorded data on which radiology subspecialties (e.g., neuro, musculoskeletal, paediatric) currently require supplemental external reporting support.**

Section 43(2) applied, please see Q4 for explanation.

- 13. Please disclose any documented contingency plans your teleradiology provider uses in order to maintain radiology reporting continuity during IT system failures or workforce shortages.**

Section 43(2) applied, please see Q4 for explanation.

- 14. Disclose the planned tender schedule for teleradiology radiology reporting services over the next 24 months, including anticipated contract values.**

Section 43(2) applied, please see Q4 for explanation.

- 15. Disclose your contracted teleradiology vendors process for the handling and communicating of incidental findings and urgent findings.**

Section 43(2) applied, please see Q4 for explanation.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net