



East Sussex Healthcare NHS Trust

FOI REF: 26/042

12th February 2026

Eastbourne District General Hospital

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East Sussex
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Tel: 0300 131 4500

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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. Digital Dictation

- a. Name of supplier & product
- b. Number of user licences
- c. Procurement method (e.g., framework)
- d. Contract start date
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- f. Total contract value (if available)
- g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- h. Key internal stakeholder role/title
- i. Desired features not currently delivered (optional)

I can confirm that we hold the information requested above. However, the information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000. This is because the information is accessible to you, as it is already in the public domain and can be accessed by the following link:

<https://www.esht.nhs.uk/about-us/contact-us/freedom-of-information/foi-disclosure-log/>

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

Please note that the contract dates remain the same, as per our response to your previous FOI request, FOI 25/647.

2. Outsourced Transcription

- a. Name of supplier & product
- b. Procurement method (e.g., framework)
- c. Contract start date
- d. Average monthly volume of letters (if available)
- e. Average monthly volume of lines (if available)
- f. Total contract value (if available)
- g. Key internal stakeholder role/title
- h. Desired features not currently delivered (optional)

[Section 21 applied, please refer to question 1.](#)

3. Speech Recognition

- a. Name of supplier & product
- b. Number of user licences
- c. Procurement method (e.g., framework)
- d. Contract start date
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- f. Total contract value (if available)
- g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- h. Key internal stakeholder role/title
- i. Desired features not currently delivered (optional)

[Section 21 applied, please refer to question 1.](#)

4. Ambient AI Scribe

- a. Name of supplier & product
- b. Number of user licences
- c. Procurement method (e.g., framework)
- d. Contract start date
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- f. Total contract value (if available)
- g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- h. Pilot stage (if applicable, please specify supplier, pilot duration, and scope)
- i. Key internal stakeholder role/title
- j. Desired features not currently delivered (optional)

[Section 21 applied, please refer to question 1.](#)

5. Video Consultation

- a. Name of supplier & product
- b. Number of user licences
- c. Procurement method (e.g., framework)
- d. Contract start date
- e. Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- f. Total contract value (if available)
- g. Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- h. Key internal stakeholder role/title
- i. Desired features not currently delivered (optional)
- j. Average number of video appointments per month/year
- k. % of virtual/remote consultations conducted using video vs telephone

Section 21 applied, please refer to question 1.

6. Health Information Systems

Name of supplier & product of the following HIS:

- a. PAS (Patient Administration System)
- b. EPR (Electronic Patient Record)
- c. eDMS (Electronic Document Management System)
- d. RIS (Radiology Information System)
- e. LIMS (Laboratory Information Management System)
- f. e-Correspondence (e.g. Docman)
- g. Hybrid Mail (e.g. Synertec, Healthcare Communications)
- h. Patient Portal (e.g. Patient Knows Best)

Section 21 applied, please refer to question 1.

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