

Your Contact: Trish Mills

Our Ref: 01326/LS
13 February 2026

Dear

Request for information under the Freedom of Information Act (FOIA)2000.

Thank you for your request which was received on 14 January 2026.

For ease of reference your request is set out below.

1. Digital Dictation

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

The Trust has no digital dictation contract.

This capability does exist natively in Microsoft products and on devices such as iPad and phones.

2. Outsourced Transcription

- **Name of supplier & product**
- **Procurement method (e.g., framework)**
- **Contract start date**
- **Average monthly volume of letters (if available)**
- **Average monthly volume of lines (if available)**
- **Total contract value (if available)**

- **Key internal stakeholder role/title**
- **Desired features not currently delivered (optional)**

Not Applicable

3. Speech Recognition

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

The Trust has no speech recognition contract.

This capability does exist natively in Microsoft products and on devices such as iPad and phones. The Trust also has 6 copies of Dragon Naturally Speaking to support users with specific needs

4. Ambient AI Scribe

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

Not Applicable

5. Video Consultation

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

● **% of virtual/remote consultations conducted using video vs telephone**

The Trust has no Video Consultation contract but can access facilities through contract held by other NHS Wales Organisations. This capability also exists in Microsoft products and some of its clinical triage tools.

The Trust is working with other NHS Wales organisation to trial use of Attend Anywhere, Visionable and Teams for patient facing interaction with specialist service eg. stroke.

6. Health Information Systems Name of supplier & product of the following HIS:

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

As an Ambulance Service the Trust has none of the above systems, however it does capture patient details by individual incident in its Computer Aided Dispatch (CAD) systems and also holds patient care information by each individual interaction in its electronic Patient Care Record (ePCR) system.

Under the Freedom of Information Act, I am required to inform you that if you are not satisfied with this response, you have the right to appeal in writing to the Trust.

I would advise you that if you remained dissatisfied with the way in which your request has been handled, you have the right to complain to the Information Commissioner who can be contacted at the Information Commissioner's Office, 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone 02920 678400.

Yours sincerely

C Jones

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Trish Mills
Director of Corporate Governance/Board Secretary