

Freedom of Information Request – 4274

I am writing under the Freedom of Information Act 2000 to request information about several systems and services in use at the Trust.

Technology	Supplier	Product	Contract Ending Date	Plans to Renew Y/N (if expires before September 26)
Electronic patient record	Meditech	Expanse	December 2033 <i>*In Development Phase, due to go live 2027.</i>	
Patient administration system	Dedalus	i-PM	June 2026	N
Electronic prescribing and medicines administration	WellSky International Ltd (formerly JAC)	EPMA/JAC	Contract managed by the NNUH – not a JPUH system	
Maternity information system	Magentus	E3	July 2026	N
Diagnostic imaging information system	Magentus	PAS	October 2028	
Electronic document management system	Civica	EDIS	October 2027	
Laboratory information management system	DXC	APEX	Contract managed by Eastern Pathology Alliance not JPUH	
Cyber security services	Exempt under Section 31(1)(a)	Exempt under Section 31(1)(a)	Exempt under Section 31(1)(a)	
Bed management system	In House	In House System	N/A	
Clinical decision support system	No system installed	No system installed	No system installed	
Hospital pharmacy system	WellSky International Ltd (formerly JAC)	EPMA/JAC	Contract managed by the NNUH – not a JPUH system	
Population health management system	No system installed	No system installed	No system installed	
Hospital discharge system	In House	In House System	N/A	
Theatre scheduling system	ORMIS Dedalus	ORMIS	Rolling Contract	
Clinical communications system	No system installed	No system installed	No system installed	
Remote consultation system provider	Feebris	Feebris	NCHC hold the contract across the system.	
Advice and guidance system provider	No system installed	No system installed	No system installed	
Virtual ward and remote monitoring system provider	Homelink Healthcare	Homelink	Rolling contract	
Barcode and scanning technology system provider	No system installed	No system installed	No system installed	
Cloud provider	Civica	Azure	May 2026	N
Computer hardware provider	Dell, Softcat	N/A	N/A	
Financial management system	NHS Shared Business Services	Oracle	Centrally held contract.	
HR/workforce management system	NHS England	Electronic Staff Record	Centrally held contract.	
Payroll system	NHS England	Electronic Staff Record	Centrally held contract.	
Robotic process automation system	No system installed	No system installed	No system installed	
Staff rostering system	RLDatix	Optima	May 2027	a
Supply chain and inventory management system	NHS Shared Business Services	SBS	Managed by the Norfolk and Waveney ICB	
Patient engagement portal	DrDoctor	DrDoctor	March 2027	
Trust Engines	Ensemble	TIE	April 2026	N
Blood tracking	Haemonetics	Bloodtrack	November 2026	N
Critical care systems	IMD Soft	Metavision	March 2027	N
Diagnostic reporting	Sectra	DICOM PACS	April 2030	
Mental Health Talking Therapy digital tools	No system installed	No system installed	No system installed	
Patient communication system	?	?	?	
Pathology systems	No system installed	No system installed	No system installed	N
Pathology PACs	No system installed	No system installed	No system installed	
Picture Archiving and Communication Systems	Sectra	DICOM PACS	April 2030	
Radiology Information Systems	Magentus	CRIS	May 2028	
AI workflow assistants	Microsoft	Copilot	May 2026	N
Business Intelligence tools	Microsoft	Power BI	May 2026	N
Call handling automation systems	No system installed	No system installed	No system installed	
Patient care scheduling tools	Deadalus	i-PM	June 2026	Y

Please note: In relation to cyber security, we are asking for the name of your main cyber security provider. We do not need to know the software or sub-contractors used.

Clarification on 'N/A' Responses:

- **Please enter 'No System Installed' if your trust does not have such a system.**
- **Please enter 'No system needed' if your trust does not have a department or service which requires such a system.**

Clarification on Contract expiry date:

- **If the contract expires in the next 6 months, please state if the trust plans to renew, re-procure or take any other action.**
- **If the contact is on a rolling basis, Please enter 'Rolling'.**

Section 31(1)(a)

Sections 31(1)(a) of the Freedom of Information Act. The full wording of section 31 can be found here:

<http://www.legislation.gov.uk/ukpga/2000/36/section/31>

Factors in favour of Releasing Information Regarding Cyber Security

The Trust recognises that answering the request would promote openness and transparency with regards to the Trust's ICT systems.

Factors in favour of maintaining the exemption.

Cyber-attacks, which may amount to criminal offences for example under the Computer Misuse Act 1990 or the Data Protection Act 2018, are rated as a Tier 1 threat by the UK Government. The Trust, like any organisation, may be subject to cyber-attacks and since it holds large amounts of sensitive, personal and confidential information, maintaining the security of this information is extremely important.

Balancing the Public Interest Factors

The Trust has considered that if it were to release the information it would enable potential cyber attackers to ascertain how and to what extent the Trust is able to detect and deal with ICT security attacks. The information would assist those who want to attack the Trusts ICT systems.

Disclosure of the information would assist a hacker in gaining valuable information as to the nature of the Trusts ICT systems, defences and possible vulnerabilities.