



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Internal Ref:
Email:
Dear

Tel: 0300 123 0999

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

**Request for all the information to which I am entitled under the FOI Act 2000.
Please provide information regarding the following system contracts:**

1. **Analytics**
2. **Computer Aided Dispatch (CAD) System (999 and 111)**
3. **Control room solution (CRS)**
4. **EPR**
5. **Finance**
6. **Fleet and Medical Devices Management**
7. **Medicine Management**
8. **Patient Transfer System**
9. **Telephone switch system**
10. **Workforce Management**

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.

System definitions:

Analytics: Analytical software and processes to collect and analyse data including clinical outcomes to support both business planning and reporting.

Computer Aided Dispatch (CAD) System (999 and 111): A central system used by ambulance control rooms to dispatch emergency vehicles to incidents. It integrates with mapping systems, patient information, and vehicle tracking to ensure timely and efficient responses.

Control room solution (CRS): Software that manages the operations of an ambulance service's control room, including handling emergency calls, dispatching units, and communicating with field personnel.

EPR: An electronic patient/health record is an electronic record of periodic health care of a single individual, provided mainly by one institution. A digital version of a patient's paper chart.

Finance: This is a financial management and accounting solution used alongside HR software. Suppliers here include Unit4

Fleet and Medical Devices Management: Software used to manage the maintenance, availability, and performance of ambulance vehicles and onboard medical equipment. It ensures that vehicles and devices are ready for use when needed.

Medicine Management: a system that manages, records and monitors medicine administration.

Patient Transfer System: is a coordinated service or digital platform that manages the non-emergency transportation of patients between healthcare facilities or between a patient's home and a medical facility. These systems are crucial in supporting the broader healthcare infrastructure and typically differ from emergency ambulance services.

Telephone switch system: is a specialized telecommunications infrastructure that manages all incoming and outgoing phone calls, particularly for emergency, urgent, and non-emergency patient transport services

Workforce Management: A system used to create and manage work schedules for ambulance personnel, ensuring optimal staffing levels, compliance with regulations, and employee satisfaction.

Formal Response

The Trust confirms it holds part of the information you requested.



1. Analytics

- a) **Type –** Analytical business planning and reporting
- b) **Supplier –** Phoenix Software Ltd
- c) **System –** Microsoft Power BI
- d) **Install –** FY 2024/25
- e) **Expiry –** February 2028
- f) **Annual? –** No
- g) **Replacing? –** No
- h) **Framework –** Crown Commercial Service NCF180 Microsoft Aggregation
- i) **Integration –** Trust data warehouse, Oracle Financials
- j) **Value (£) –** £52,000 p.a. excl. VAT
- k) **Notes –** None

2. Computer Aided Dispatch (CAD) System

- a) **Type –** Ambulance Command and Control
- b) **Supplier –** Cleric Computer Services
- c) **System –** Respond-2
- d) **Install –** FY 2017/18
- e) **Expiry –** September 2026
- f) **Annual? –** No
- g) **Replacing? –** No
- h) **Framework –** G Cloud Framework
- i) **Integration –** ePCR
- j) **Value (£) –** £578,000 p.a. excl. VAT
- k) **Notes –** None

3. Control room solution (CRS)

- a) **Type –** Emergency Services Network
- b) **Supplier –** Department of Health and Social Care (DHSC)
- c) **System –** Airwave Solutions (Digital Radio)
- k) **Notes –** This contract is held by the DHSC. The Trust does not hold the remaining requested information.

4. EPR

- a) **Type –** Electronic record of individual periodic health care
- b) **Supplier –** Cleric Computer Services
- c) **System –** Electronic Patient Care Record (ePCR)
- d) **Install –** FY 2019/20
- e) **Expiry –** September 2026
- f) **Annual? –** No
- g) **Replacing? –** No
- h) **Framework –** G Cloud Framework
- i) **Integration –** Respond-2 (CAD)
- j) **Value (£) –** £440,000 p.a. excl. VAT
- k) **Notes –** None



5. Finance

- a) **Type –** Financial management and accounting solution
- b) **Supplier –** Shared Business Services
- c) **System –** Oracle Financials
- d) **Install –** FY 2005/06
- e) **Expiry –** December 2029
- f) **Annual? –** No
- g) **Replacing? –** No
- h) **Framework –** NHS direct award
- i) **Integration –** MS Power BI
- j) **Value (£) –** £117,000 p.a. excl. VAT
- k) **Notes –** None

6. Fleet and Medical Devices Management

- a) **Type –** Vehicle information database and fleet management system
- b) **Supplier –** JAAMA Ltd
- c) **System –** Key 2
- d) **Install –** FY 2018/19
- e) **Expiry –** April 2026
- f) **Annual? –** Yes
- g) **Replacing? –** No
- h) **Framework –** Not applicable
- i) **Integration –** None
- j) **Value (£) –** £43,000 p.a. excl. VAT
- k) **Notes –** None

- a) **Type –** Checklist for ambulance operational readiness
- b) **Supplier –** Churchill Environmental Services
- c) **System –** Modus
- d) **Install –** FY 2021/22
- e) **Expiry –** July 2026
- f) **Annual? –** No
- g) **Replacing? –** Yes
- h) **Framework –** Open tender
- i) **Integration –** None
- j) **Value (£) –** The Trust does not hold this information.
- k) **Notes –** Contract is in final extension period; tender expected late 2025.
Cost for provision of checklist system cannot be delineated from the larger service contract provision.

7. Medicine Management

- a) **Type –** System that manages, records and monitors medicine
- b) **Supplier –** One Beyond Ltd
- c) **System –** Aceso
- d) **Install –** FY 2014/15
- e) **Expiry –** January 2026
- f) **Annual? –** Yes



- g) Replacing? – No
- h) Framework – None
- i) Integration – None
- j) Value (£) – £19,000 p.a. excl. VAT
- k) Notes – None

- a) Type – System that manages, records and monitors medicine
- b) Supplier – Omnicell Ltd
- c) System – Omnicell
- d) Install – FY 2017/18
- e) Expiry – August 2025
- f) Annual? – Yes
- g) Replacing? – No
- h) Framework – None
- i) Integration – None
- j) Value (£) – £87,000 p.a. excl. VAT
- k) Notes – None

8. Patient Transfer System

No System Installed

9. Telephone Switch System

- a) Type – Specialised telecommunications management
- b) Supplier – Fournet Technologies Ltd
- c) System – Avaya
- d) Install – FY 2018/19
- e) Expiry – March 2027
- f) Annual? – No
- g) Replacing? – No
- h) Framework – Crown Commercial Service RM3808 Lot 13
- i) Integration – Tiger Call Logger / NICE Call Recording System
- j) Value (£) – £293,000 p.a. excl. VAT
- k) Notes – None

10. Workforce Management

- a) Type – System used to create and manage work schedules
- b) Supplier – Software Enterprises
- c) System – Global Rostering System
- d) Install – FY 2006/07
- e) Expiry – January 2025
- f) Annual? – Yes
- g) Replacing? – No
- h) Framework – None
- i) Integration – Electronic Staff Record (ESR)
- j) Value (£) – £60,000 p.a. excl. VAT
- k) Notes – None



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Chair: Michael Whitehouse CEO: Simon Weldon

Next steps

We publish a variety of information which may assist future enquiries relating to our service on our website – www.secamb.nhs.uk.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](http://www.ico.org.uk/foicomplaints) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust



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