



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

Tel: 0300 123 0999
www.secamb.nhs.uk

5th February 2026
Internal Ref: 260123
Email:

Dear ,

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.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

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)





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)

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Speech Recognition

- Name of supplier & product
- Number of user licences
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- 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)





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)

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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





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)

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Formal Response

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)**

No system/service installed.

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)
- Speech Recognition
- Name of supplier & product

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No system/service installed.

Dragon Professional

- Number of user licenses

12

- Procurement method (e.g., framework)

Not Applicable

- Contract start date

Not Applicable

- Contract expiry date (please specify fixed end date vs option to extend/rolling contract)

Not Applicable

- 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)



3. Ambient AI Scribe

- **Name of supplier & product**

Tortus AI Ltd: Tortus Ambient AI Solution

- **Number of user licences**

16

- **Procurement method (e.g., framework)**

G-Cloud 14 contract

- **Contract start date**

08/12/2025

- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**

30/12/2026

- **Total contract value (if available)**

The Trust considers the withheld information to be exempt from disclosure under Section 43(2) of the Freedom of Information Act 2000. This exemption applies where the release of information would, or would be likely to, prejudice the commercial interests of any person or organisation, including the public authority itself. In this case, disclosure would be likely to compromise commercially sensitive information relating to suppliers, systems, and/or operational arrangements, which could negatively impact the Trust's ability to secure value for money, maintain fair competition, or protect the integrity and security of its commercial operations.

Section 43(2) is a qualified exemption and requires the Trust to conduct a public interest test. While the Trust recognises the general public interest in transparency and accountability, on balance, the public interest in withholding this information outweighs the public interest in disclosure. Releasing this information would likely place the Trust and/or third-party suppliers at a commercial disadvantage, potentially weakening negotiating positions, exposing vulnerabilities, or revealing sensitive contractual or technical arrangements.

For these reasons, the Trust is unable to disclose the information requested.

- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)**

No integration exists

- **Pilot stage (if applicable, please specify supplier, pilot duration, and scope)**

This contract is a circa 4 month trail.

- **Key internal stakeholder role/title**

The Trust does not provide individual names or contact details in response to FOI requests. Business enquiries can be made by emailing enquiries@secamb.nhs.uk.

Alternatively, names and roles of SECAMB employees already in the public domain can be found via our website here: [About Us | SECAMB](#)

- **Desired features not currently delivered (optional)**

4. Video Consultation

- **Name of supplier & product**

Cleric Computer Services Ltd – Respond-2

- **Number of user licenses**

Unlimited

- **Procurement method (e.g., framework)**

G-Cloud 14

- **Contract start date**

06/09/2024

- **Contract expiry date (please specify fixed end date vs option to extend/rolling contract)**

05/09/2026 plus optional 1 year extension.

- **Total contract value (if available)**

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For these reasons, the Trust is unable to disclose the information requested.

- **Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)**

This is an add on to the main system, Respond-2 & ePCR

- **Key internal stakeholder role/title**

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Alternatively, names and roles of SECAMB employees already in the public domain can be found via our website here: [About Us | SECAMB](#)

- **Desired features not currently delivered (optional)**
- **Average number of video appointments per month/year**

To be confirmed as not live yet.

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

Not Applicable

Health Information Systems

5. Name of supplier & product of the following HIS:

- **PAS (Patient Administration System)**

Cleric Computer Services Ltd – Respond-2

- **EPR (Electronic Patient Record)**

Cleric Computer Services Ltd – EPCR

- **eDMS (Electronic Document Management System)**

Microsoft Sharepoint



- **RIS (Radiology Information System)**

No system/service installed.

- **LIMS (Laboratory Information Management System)**

No system/service installed.

- **e-Correspondence (e.g. Docman)**

Pending pilot/rollout using Docman Connect to send ePCR Case Summaries to GP following case submission Q1 2026

- **Hybrid Mail (e.g. Synertec, Healthcare Communications)**

No system/service installed.

- **Patient Portal (e.g. Patient Knows Best)**

No system/service installed.

Next steps

Please note you will be able to source a lot of information which is made available on our website.

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](#) (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**



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon