



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

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www.secamb.nhs.uk

25th February 2026
Internal Ref: 260203
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.

FOI Request

For **each** of the system types listed below, please provide the information requested where held. Where precise figures cannot be disclosed due to commercial sensitivity, please provide **best estimates, cost bands, or confirmation where possible**, in line with FOI guidance.

For each system, please confirm:

- Supplier name
- Contract term (months), if known
- Contract expiry date, if known
- Contract value **or** approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)

System areas requested

1. Incident and Risk Management System
2. Quality and Compliance Management System
3. Digital Patient Consent System
4. Patient Experience System (PREMs)
5. Patient Outcomes System (PROMs)

If multiple systems are used within any category, please provide details for each where available.

If any part of this request is considered exempt under Section 43 (Commercial Interests), I would be grateful if you could still provide:

- Non-exempt elements of the request, and
- An indication of whether the Trust holds the information, even if it cannot be disclosed in full.



If the request exceeds the cost of compliance limits under Section 12, please provide advice and assistance under Section 16 of the Act as to how the request could be refined.

Formal Response

Incident and Risk Management System

Supplier name:

RL Datix

Contract term (months), if known:

60 months

Contract expiry date, if known:

30/09/2028

Contract value or approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.):

£439,525

Quality and Compliance Management System

We do not have a standalone Quality and Compliance Management System

Digital Patient Consent System

We do not have a standalone Digital Patient Consent System

Patient Experience System (PREMs)

Patient experience data, including responses to the Trust's Patient Experience Questionnaire (PEQ) and Patient Stories Form, is collected and managed using Microsoft 365 applications (including Microsoft Forms and Microsoft Excel) which are part of the Trust's corporate Microsoft licensing arrangement.

Patient Outcomes System (PROMs)

The Trust does not operate a dedicated Patient Reported Outcome Measures (PROMs) IT system within the Patient Engagement function. No standalone PROMs system is currently in use.

Next steps

Some information held by the Trust is routinely published on our website and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.



Requests for an internal review should be submitted within 40 working days of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within 20 working days of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon