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25th March 2026
Internal Reference: 260236
Email:

Dear ,

Thank you for your request for information, which we received on **26/02/2026**. We have considered your request under the Freedom of Information Act 2000. **Please ensure you quote the Internal Reference number above in any future correspondence.**

Your Request

If you use software for the workforce systems below - please could you provide the software provider name, contract start date, contract end date and total spend in the last year?

1. E-Rostering - Nurses (examples: RLDatix, Rotamap, HealthRota, Patchwork Health, etc.)
2. E-Rostering - Medics (examples: RLDatix, Rotamap, HealthRota, Patchwork Health, etc.)
3. Job Planning - Medics (examples: RLDatix, SARD, L2P, HealthRota, etc.)
4. Bank (Tech) - Medics (examples: RLDatix, Patchwork Health, Locum's Nest, Agile LMS, etc.)
5. E-Rostering - AHP (examples: RLDatix, Rotamap, HealthRota, Patchwork Health, etc.)
6. Multi-Source Feedback - Medics (examples: L2P, RLDatix, SARD, PremierIT, etc.)

Please provide the name of the software provider or service provider directly. Please don't include resellers like Boxxe, Softcat, CCS frameworks etc. If you don't use a system you can say NONE.



Formal Response

SECAmb uses RL Datix for these requirements on a Software as a Service (SAAS) basis. Current costs are £14,095 (exc. VAT) per annum. The current contract start date was 10th April 2022. The current contract expires on 9th April 2026 and is renewed on a yearly rolling basis.

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