



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

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

10th April 2026
Internal Reference: 260337
Email:

Dear ,

Thank you for your request for information, which we received on **19/03/2026**. 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 & Formal Response

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

My inquiries are as follows:

Technology Group	Supplier	Product	Updated Contract Ending Date	Contract Ending Date
Computer hardware provider (laptops, PCs, smartphones, tablets, iPads etc)	Dell	Desktops, Laptops, Monitors, peripheral.		01-01-2026
Electronic patient record	Not Disclosed	ePCR	September 2026	Currently under review



Patient administration system	No system installed	N/A	N/A	N/A
Electronic prescribing and medicines administration			January 2027	N/A
Maternity information system	No system installed	N/A	N/A	N/A
Diagnostic imaging information system	No system installed	N/A	N/A	N/A
Electronic document management system	Microsoft/Phoenix Software Ltd	Microsoft Sharepoint	N/A	28/02/2028
Laboratory information management system	No system installed	N/A	N/A	N/A
Cyber security services	Withholding information			
Bed management system	No system installed	N/A	N/A	N/A
Clinical decision support system	No system installed	N/A	N/A	N/A
Hospital pharmacy system	No system installed	N/A	N/A	N/A
Population health management system	No system installed	N/A	N/A	N/A
Hospital discharge system	No system installed	N/A	N/A	N/A
Theatre scheduling system	No system installed	N/A	N/A	N/A
Clinical communications system	No system installed	N/A	N/A	N/A
Remote consultation system provider	GoodSam Ltd	Cardiac Alert	31/03/2028	N/A



Advice and guidance system provider	No system installed	N/A	N/A	N/A
Virtual ward and remote monitoring system provider	No system installed	N/A	N/A	N/A
Barcode and scanning technology system provider	N/A as we do not have any automated systems in place	N/A	N/A	N/A
Cloud provider	Solution specific, various hosting service in use.			
Financial management system	NHS Shared Business Services	Oracle	31/12/2029	N/A
HR/workforce management system	Totalmobile Ltd	Global Rostering System	30/04/2029	N/A
Payroll system	University Hospitals Birmingham	ESR	31/03/2027	Will be tendered via LPP Framework
Robotic process automation system	No system installed	N/A	N/A	N/A
Staff rostering system	TotalMobile Ltd	Global Rostering System	30/04/2029	N/A
Supply chain and inventory management system	NHS Supply Chain	N/A	January 2027	N/A
Patient engagement portal	No system installed	N/A	N/A	N/A
Trust Engines	No system installed	N/A	N/A	N/A
Blood tracking	No system installed	N/A	N/A	N/A



Critical care systems	No system installed	N/A	N/A	N/A
Diagnostic reporting	No system installed	N/A	N/A	N/A
Mental Health Talking Therapy digital tools	No system installed	N/A	N/A	N/A
Patient communication system	No system installed	N/A	N/A	N/A
Pathology systems	No system installed	N/A	N/A	N/A
Pathology PACs	No system installed	N/A	N/A	N/A
Picture Archiving and Communication Systems	No system installed	N/A	N/A	N/A
Radiology Information Systems	No system installed	N/A	N/A	N/A
AI workflow assistants	No system installed	N/A	N/A	N/A
Business Intelligence tools	Microsoft/Phoenix Software Ltd	Microsoft PowerBI	N/A	28/02/2028
Call handling automation systems	No system installed	N/A	N/A	N/A
Patient care scheduling tools	No system installed	N/A	N/A	N/A

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*'.

Additionally, could you please fill in the missing product names and revised contract expiry dates?

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