



Trust Headquarters
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www.secamb.nhs.uk

21st July 2026
Internal Reference: 260644
Email:

Dear ,

Thank you for your request for information, which we received on **23/06/2026**.
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

Please could you provide the product name and supplier name for the following software systems currently used by the Trust:

- EPR - Electronic Patient Record
- PAS - Patient Administration System
- TIE - Trust Integration Engine
- ePMA - Electronic Prescribing and Medicines Administration
- MIS - Maternity Information System
- LIMS - Laboratory Information Management System
- RIS - Radiology Information System
- PACS - Picture Archiving and Communication System
- Emergency Department / Urgent Care System
- Patient Portal
- Data Warehouse / BI / Analytics Platform
- IAM / SSO - Identity, Access Management and Single Sign-On
- EDMS - Electronic Document Management System
- AVT - Ambient Voice Technology
- Virtual Ward / Remote Patient Monitoring Platform

Please note:



- If any of the above categories are delivered as a module within another system, please provide the parent system name with the label "parent" appended
- If the Trust does not have a system for any category currently, please state "not used"
- If the trust has more than one product for a single category please list each supplier name and product name for the category

I would be grateful if the response could be provided in a table with the following columns:

- Category
- Supplier name(s)
- Product name(s)
- Notes, if applicable

Formal Response

The Trust confirms it holds part of the information requested. Please see the table below.

Category	Supplier name(s)	Product name(s)	Notes, if applicable
EPR – Electronic Patient Record	Cleric Computer Services Ltd	ePCR	
PAS – Patient Administration System	Cleric Computer Services Ltd	Respond-2	
TIE – Trust Integration Engine	Not applicable	Not applicable	Nott used
ePMA – Electronic Prescribing and Medicines Administration	Not applicable	Not applicable	Not used
MIS – Maternity Information System	Not applicable	Not applicable	Not used
LIMS – Laboratory Information Management System	Not applicable	Not applicable	Not used
RIS – Radiology Information System	Not applicable	Not applicable	Not used





PACS – Picture Archiving and Communication System	Not applicable	Not applicable	Not used
Emergency Department / Urgent Care System	Not applicable	Not applicable	Not used. As an ambulance trust, the Trust does not operate an Emergency Department system.
Patient Portal	Not applicable	Not applicable	Not used
Data Warehouse / BI / Analytics Platform	Microsoft / Phoenix Software Ltd	Microsoft Power BI	Microsoft / Phoenix Software Ltd is the supplier and Microsoft Power BI is used as the Trust's Business Intelligence tool.
IAM / SSO – Identity, Access Management and Single Sign-On	Various solutions in place.	Various	SSO/MFA etc dependent on the application compatibilities.
EDMS – Electronic Document Management System	Microsoft / Phoenix Software Ltd	Microsoft SharePoint	Sharepoint is used as the Trust's electronic document management system
AVT – Ambient Voice Technology	Tortus AI Ltd	Tortus Ambient Voice	Trial currently ongoing.
Virtual Ward / Remote Patient Monitoring Platform	Not applicable	Not applicable	Not used

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 Interim CEO: Jen Allan