



Trust Headquarters
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18 August 2026
Internal Reference: 260747
Email:

Dear ,

Thank you for your request for information, which we received on **22/07/2026**.
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

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	Contract Ending Date
Cyber security services	?	?	?
Computer hardware provider (laptops, PCs, smartphones, tablets, iPads etc)	?	?	?
Electronic patient record	?	?	?
Trust Engines	?	?	?
Blood tracking	?	?	?
Critical care systems	?	?	?
Diagnostic reporting	?	?	?
Mental Health Talking Therapy digital tools	?	?	?
Patient communication system	?	?	?
Pathology systems	?	?	?
Pathology PACs	?	?	?
Picture Archiving and Communication Systems	?	?	?



Radiology Information Systems	?	?	?
AI workflow assistants	?	?	?
Business Intelligence tools	?	?	?
Call handling automation systems	?	?	?
Patient care scheduling tools	?	?	?

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 product names and contract expiry dates?

Formal Response

The Trust confirms that it holds part of the information requested. Please see the response table below. Where the Trust does not have a system installed, or where a system is not required for the Trust's services, this has been stated in the table.

Technology Group	Supplier	Product	Contract Ending Date
Cyber security services	Withheld	Withheld	Withheld
Computer hardware provider (laptops, PCs, smartphones, tablets, iPads etc)	CDW Ltd	Desktops, laptops, monitors and peripherals	In relation to the computer hardware provider contract, the Trust has been asked by its Procurement team to undertake a market engagement and



			procurement exercise for the future provision of this equipment. This process has not yet commenced. As such, the previous contract has expired (01/01/2026) and there is currently no replacement contract in place.
Electronic patient record	Cleric Computer Services Ltd	ePCR	September 2026 – currently under review
Trust Engines	No system installed	N/A	N/A
Blood tracking	No system installed	N/A	N/A
Critical care systems	No system installed	N/A	N/A
Diagnostic reporting	No system installed	N/A	N/A
Mental Health Talking Therapy digital tools	No system installed	N/A	N/A
Patient communication system	No system installed	N/A	N/A
Pathology systems	No system installed	N/A	N/A
Pathology PACs	No system installed	N/A	N/A
Picture Archiving and Communication Systems	No system installed	N/A	N/A
Radiology Information Systems	No system installed	N/A	N/A
AI workflow assistants	No system installed	N/A	N/A
Business Intelligence tools	Microsoft / Phoenix Software Ltd	Microsoft Power BI	28/02/2028



Call handling automation systems	No system installed	N/A	N/A
Patient care scheduling tools	No system installed	N/A	N/A

In relation to cyber security services, the Trust has withheld the supplier and product information under section 31(1)(a) of the Freedom of Information Act 2000. Section 31(1)(a) applies where disclosure would, or would be likely to, prejudice the prevention or detection of crime.

The Trust considers that disclosure of information identifying its cyber security supplier, product or associated arrangements would be likely to increase the risk of cyber-enabled crime by providing insight into the Trust's protective security arrangements. As an ambulance service and part of critical public service infrastructure, the Trust must ensure that information released under the Freedom of Information Act does not undermine the security and resilience of systems that support emergency and patient-facing services.

Section 31 is a qualified exemption and requires the Trust to consider the public interest. The Trust recognises the public interest in openness and transparency around public sector procurement and the use of public funds. However, this is outweighed by the strong public interest in maintaining the security, integrity and resilience of the Trust's information systems, and in avoiding disclosure that could assist malicious actors in targeting or circumventing cyber security controls. On balance, the Trust considers that the public interest favours withholding this information.

For the same reason, where supplier information has previously been determined to present a security risk in relation to the Trust's electronic patient record arrangements, the Trust has not disclosed the supplier name. The Trust has, however, provided the high-level product description and contract end date where this can be disclosed without providing sensitive security or technical detail.

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

