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www.secamb.nhs.uk

17 August 2026
Internal Reference: 260802
Email:

Dear ,

Thank you for your request for information, which we received on **02/08/2026**.
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

- 1.) Electronic Patient Record
 - a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 2.) Electronic Prescribing
 - a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 3.) Requesting
 - a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 4.) Patient Observations
 - a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 5.) Asset Tracking



- a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 6.) Patient Tracking/Patient Flow
- a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 7.) Handovers
- a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 8.) Electronic Notes
- a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 9.) Any other IoT solutions used by the organisation
- a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length
- 10.) Any other systems mentioned for questions 1-9 part c.) that aren't asked about in questions 1-9
- a.) System name
 - b.) Supplier
 - c.) Other systems it integrates with
 - d.) Contract length



Formal Response

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

No.	System area	System name	Supplier	Other systems it integrates with	Contract length / end date
1	Electronic Patient Record	ePCR	Cleric Computer Services Ltd	ePCR is used alongside, the Trust's CAD/Respond-2 environment. Docman Connect is being pending/piloted for sending ePCR case summaries to GP practices, and Quicksilva being used in relation to NHS Spine access. The Trust does not disclose detailed technical architecture, interface, configuration or security arrangements where disclosure could prejudice system security or the prevention or detection of crime.	The ePCR contract commenced on 1 September 2018. The contract end date is September 2026 and that this is currently under review.
2	Electronic Prescribing	Not applicable	Not applicable	Not applicable	The Trust does not currently use a standalone Electronic Prescribing and Medicines Administration system.
3	Requesting	Not applicable	Not applicable	Not applicable	Not applicable. The Trust does not hold information identifying a separate system in use for this category.





4	Patient Observations	ePCR	Cleric Computer Services Ltd	Patient observations are recorded within the Trust's ePCR process. Some clinical device data is entered manually where direct integration is not currently available. Detailed integration/configuration information is not disclosed where this would present security risk.	As above for ePCR: contract commenced on 1 September 2018, the end date of September 2026 and that this is currently under review.
5	Asset Tracking	No dedicated medical equipment asset tracking system identified	Not applicable	Not applicable	Not applicable. the Trust does not use a system to track the location of medical equipment for the purposes of that request.
6	Patient Tracking / Patient Flow	Respond-2	Cleric Computer Services Ltd	Respond-2 is the Trust's Patient Administration System / related operational system. It is used alongside the Trust's ePCR environment. Detailed interface and security arrangements are not disclosed where disclosure could prejudice system security.	The Respond-2/video consultation contract start date was 6 September 2024, with an expiry date of 5 September 2026 plus an optional one-year extension.
7	Handovers	ePCR / operational handover processes	Cleric Computer Services Ltd, where recorded via ePCR	Patient handover information is recorded through operational clinical systems/processes, including ePCR where applicable. The Trust does not hold a separate standalone "Handovers" system for the purposes of this request.	As above for ePCR.





8	Electronic Notes	ePCR	Cleric Computer Services Ltd	Clinical notes are recorded within ePCR. Microsoft SharePoint is the Trust's electronic document management system for corporate/document management purposes, supplied via Microsoft / Phoenix Software Ltd.	ePCR: contract commenced on 1 September 2018 the end date of September 2026 and that this is currently under review. Microsoft SharePoint: contract end date of 28 February 2028.
9	Any other IoT solutions used by the organisation	No additional IoT solution identified for the purposes of this request	Not applicable	Not applicable	Not applicable.
10	Any other systems mentioned for questions 1-9 part c that are not asked about in questions 1-9	Microsoft SharePoint; Microsoft Power BI; Docman Connect; GoodSAM Cardiac Alert; Tortus Ambient Voice Trial	Microsoft / Phoenix Software Ltd; Docman, where applicable; GoodSAM Ltd; Tortus AI Ltd	Microsoft SharePoint is used as the Trust's electronic document management system. Microsoft Power BI is used as the Trust's Business Intelligence tool. Docman Connect is pending/pilot for sending ePCR case summaries to GP practices. GoodSAM Cardiac Alert has previously been identified as a remote consultation / alerting solution. Tortus Ambient Voice has is being used as a trial solution.	Microsoft SharePoint: contract end date of 28 February 2028. GoodSAM Cardiac Alert: 31 March 2028. Tortus Ambient Voice: circa four-month trial / contract period

The Trust has provided high-level information in response to this request. However, detailed information relating to system integrations, technical architecture, interface methods, configuration, and security arrangements is exempt from disclosure 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 releasing detailed technical and security-related information about its digital systems and the way those systems interact could assist malicious actors in identifying vulnerabilities, targeting infrastructure, or attempting unauthorised access. This could increase the risk of cyber-attacks, disruption to critical NHS services, and compromise of sensitive information.

As section 31 is a qualified exemption, the Trust has considered the public interest test. The Trust recognises the public interest in openness and transparency regarding the systems it uses, public sector procurement, and how public funds are spent. However, the Trust considers there is a stronger public interest in protecting the security and resilience of NHS systems, safeguarding patient and operational information, and ensuring that information is not disclosed in a way that could increase the risk of criminal activity.

On balance, the Trust considers that the public interest favours maintaining the exemption and withholding detailed technical, configuration, interface and security-related information. High-level information has been provided where this can be disclosed without undermining system security.

Where no system is listed, this means the Trust does not hold recorded information identifying a standalone system used for that category, or that the category is not applicable to the Trust as an ambulance service.

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

