

## Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

I am writing to you under the Freedom of Information Act 2000 to request information regarding your use of risk management, compliance, and patient engagement IT systems.

For **each** of the system types listed below, please provide the information requested where held. Where precise figures cannot be disclosed due to commercial sensitivity, please provide **best estimates, cost bands, or confirmation where possible**, in line with FOI guidance.

For each system, please confirm:

- Supplier name
- Contract term (months), if known
- Contract expiry date, if known
- Contract value **or** approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)

The Trust is withholding information relating to contract values and costs for the systems listed in your request under Section 43(2) of the Freedom of Information Act 2000 (Commercial interests).

### Explanation

Disclosure of contract values, approximate annual costs, or cost ranges for individual systems would be likely to prejudice the commercial interests of both the Trust and the suppliers concerned. This information is commercially sensitive as it could:

- Reveal pricing structures and negotiated rates
- Undermine the Trust's position in future procurements or contract negotiations
- Disadvantage suppliers operating in a competitive marketplace

The Trust considers that disclosure of this information would be likely to weaken its ability to secure best value for money for public funds.

### Public Interest Test

The Trust has considered whether the public interest in disclosure outweighs the public interest in maintaining the exemption.

There is a clear public interest in transparency around the use of public funds. However, this must be balanced against the need to protect the Trust's commercial position and ensure effective competition in the procurement of specialist IT systems. Disclosure of supplier-specific contract values would be likely to reduce competition and increase costs in future procurements.

On balance, the Trust considers that the public interest favours maintaining the exemption, and the information is therefore withheld under Section 43(2).

### Clarification

The Trust is not obliged under FOI to provide estimates or cost bands where doing so would still enable commercially sensitive information to be inferred when combined with other published data.

## System areas requested

### 1. Incident and Risk Management System

Our Ref: 86  
February 2026

Supplier name **RLDatix**  
Contract term (months), if known – **24 Months**  
Contract expiry date, if known - **30/09/2026**

**2. Quality and Compliance Management System- no system**

Supplier name  
Contract term (months), if known  
Contract expiry date, if known

**3. Digital Patient Consent System-no system**

Supplier name  
Contract term (months), if known  
Contract expiry date, if known

**4. Patient Experience System (PREMs)**

Supplier name **iWGC (FFT)**  
Contract term (months), if known **N/A**  
Contract expiry date, if known **31/12/2026**

**5. Patient Outcomes System (PROMs)**

Supplier name **Infoflex**  
Contract term (months), if known **24 Months**  
Contract expiry date, if known **31/03/2026**

If multiple systems are used within any category, please provide details for each where available.

If any part of this request is considered exempt under Section 43 (Commercial Interests), I would be grateful if you could still provide:

- Non-exempt elements of the request, and
- An indication of whether the Trust holds the information, even if it cannot be disclosed in full.

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to [d.wraith@nhs.net](mailto:d.wraith@nhs.net).

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House

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Water Lane  
Wilmslow  
Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>