

Email: foi.tsdf@nhs.net
Our Ref: TSD10450

15 October 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

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
Electronic patient record	Epic Systems Corporation	Epic EPR	12/01/2035 with 5 year extension to 2040
Patient administration system	Dedalus	IHCS	01/03/2027
Electronic prescribing and medicines administration	Epic Systems Corporation	Epic EPR	12/01/2035 with 5 year extension to 2040
Maternity information system	Epic Systems Corporation	Epic EPR	12/01/2035 with 5 year extension to 2040
Diagnostic imaging information system	PACS	Intelerad	N/A
Electronic document management system	CIVICA	CITO	30/09/2027

Laboratory information management system	Epic Systems Corporation	Beaker	12/01/2035 with 5 year extension to 2040
Cyber security services	Microsoft	Microsoft Defender XDR (MDE, MDI, Defender for Cloud Apps), Sentinel	2030
Bed management system	Epic Systems Corporation	Epic Grand Central	12/01/2035 with 5 year extension to 2040
Clinical decision support system	Epic Systems Corporation	Epic EPR	12/01/2035 with 5 year extension to 2040
Hospital pharmacy system	Epic Systems Corporation	Epic Willow	12/01/2035 with 5 year extension to 2040
Population health management system	No System Installed	No System Installed	No System Installed
Hospital discharge system	Epic Systems Corporation	Epic EPR	12/01/2035 with 5 year extension to 2040
Theatre scheduling system	Epic Systems Corporation	Epic EPR	12/01/2035 with 5 year extension to 2040
Clinical communications system	No System Installed	No System Installed	No System Installed
Remote consultation system provider	Epic Systems Corporation	MS Teams integration via Epic	12/01/2035 with 5 year extension to 2040
Advice and guidance system provider	No System Installed	No System Installed	No System Installed
Virtual ward and remote monitoring system provider	Epic Systems Corporation	Epic EPR	12/01/2035 with 5 year extension to 2040
Barcode and scanning technology system provider	No System Installed	No System Installed	No System Installed
Cloud provider	Azure	Sentinel SIEM	N/A
Computer hardware provider	SCC	Lenovo	N/A

Financial management system	Unit4	Unit4	N/A
HR/workforce management system	Eva. Microsoft 365 via Insight UK Ltd & NHS England	Eva. MS Power Apps (SPO) and SharePoint lists (SP2016 on-prem)	Eva - TBC Power Apps 30/09/2029 SharePoint lists - unsupported
Payroll system	EVA. NHS Business Services Authority	Eva. ESR (National)	N/A
Robotic process automation system	No System Installed	No System Installed	No System Installed
Staff rostering system	RLDatix	Allocate Optima	N/A
Supply chain and inventory management system	Unit4	Unit4	N/A
Patient engagement portal	Epic Systems Corporation	MyCare	12/01/2035 with 5 year extension to 2040
Trust Engines	InterSystems	Health Connect	30/09/2031
Blood tracking	Haemonetics	SafeTrace	November 2031
Critical care systems	Epic Systems Corporation	Epic EPR	12/01/2035 with 5 year extension to 2040
Diagnostic reporting	Magentus; Epic Systems Corporation	CRIS; Beaker; Epic EPR	CRIS: June 2028 (option to extend for 1 year); Beaker and Epic EPR: 12/01/2035 with 5 year extension to 2040
Mental Health Talking Therapy digital tools	No system held by the Trust. Mental health services are managed by Devon Partnership NHS Trust.	No system held by the Trust. Mental health services are managed by Devon Partnership NHS Trust.	No system held by the Trust. Mental health services are managed by Devon Partnership NHS Trust.

Patient communication system	Epic Systems Corporation; Magentus	Epic EPR; MyCare; CRIS communicator	Epic EPR/MyCare: 12/01/2035 with 5 year extension to 2040; CRIS communicator: June 2028 (option to extend for 1 year)
Pathology systems	Epic Systems Corporation	Beaker	12/01/2035 with 5 year extension to 2040
Pathology PACs	Sectra	IDS7	March 2028
Picture Archiving and Communication Systems	Intelerad	Insight	January 2029
Radiology Information Systems	Magentus	CRIS	June 2028 (option to extend for 1 year)
AI workflow assistants	Intelerad	Various workflows integrated within Insight	January 2029
Business Intelligence tools	Tableau	Tableau Server	June 2027
Call handling automation systems	Netcall	IVR & Virtual Attendant	2027 (option to extend for 2 years)
Patient care scheduling tools	Epic Systems Corporation; Magentus	Epic EPR; CRIS	Epic EPR: 12/01/2035 with 5 year extension to 2040; CRIS: June 2028 (option to extend for 1 year)

- 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.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team