

Email: foi.tsdfd@nhs.net
Our Ref: TSD10693

12 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:

(estimates are fine where exact figures are not available):

Question	Response
Which trust or organisation are you responding on behalf of?	Torbay and South Devon NHS Foundation Trust
Who was the supplier you selected for your current Electronic Patient Record (EPR) system?	Epic Corporation
What did your EPR cover? For example, the whole hospital, some departments only, or rolled out in stages?	Whole Hospital
Agreed timeline, for contract signature to go-live, at bidding stage (months)	Estimate go-live was March 31st 2026
Agreed timeline, for contract signature to go-live, at contract signature stage (months)	Approximately 14.5 months (January 2025 to 3 April 2026)
Revised estimated timeline, contract signature to go-live, at pre go-live stage if this changed (months)	Not revised. Approximately 14.5 months (January 2025 to 3 April 2026)
Actual timeline from contract signature to go-live (months)	Approximately 14.5 months (January 2025 to 3 April 2026)

If the actual timeline was longer than the timeline agreed at contract signature, what were the main reasons for the delay (top 3 if possible)?

Unknown

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