

Email: foi.tsdfd@nhs.net
Our Ref: TSD8991

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:

Under the Freedom of Information Act 2000, I would like to request the following information:

- 1. Do you have a system to track Breast patients on care protocols that allows remote monitoring or PIFU or is this currently a manual solution/recorded using a spreadsheet?**

We use Epic to track breast patients receiving care, follow-up and patient-initiated follow-up (PIFU).

We also use the National Breast Screening IT System to manage patient recalls for follow-up appointments and invitations for first attendance.

- 2. If you have a system which system do you use and does it have a portal that the patients can access?**

Patients can register for Epic's MyCare portal to access appointment details, clinic letters and other information.

- 3. If you have a system when is this contract due for renewal?**

The Trust's contract with Epic Systems Corporation ends 12/01/2035 with 5 year extension to 2040

- 4. What is the annual cost of supporting this system?**

The annual cost of supporting Epic is considered commercially sensitive and is withheld under section 43(2) of the Freedom of Information Act 2000. Disclosure would be likely to prejudice the commercial interests of the Trust and/or the supplier by revealing detailed pricing information that could affect current contract management and future negotiations. Having considered the public interest in transparency and accountability for public expenditure, the Trust considers that this is outweighed by the need to protect its ability to obtain value for money and negotiate effectively.

5. Who is the key contact for the service and what is that persons email address?

tsdft.breastcare@nhs.net

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