

Ref: FOIA Reference 2022/23-394

Date: 7th February 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 18th October 2022 and 21st December 2022 requesting information under the Freedom of Information Act (2000) regarding Outsourced Radiology Reporting Services.

On 23rd December we contacted you with:

UHNM has received the attached 2 FOI's from yourself which are practically identical, please confirm which you require us to answer.

If both are required be aware that:

The section 12 exemption states:

The authority can combine related requests received within a period of 60 consecutive days from:

- The same person or
- People who appear to be acting in concert or in pursuance of a campaign.

This may take over the 18hrs allowed by the Act to respond

On 10th January 2023 you replied via email with:

'The first FOI was set on the 18th of October and the second FOI on the 23rd of December which was 66 consecutive days after the first with different questions, as more questions have come up after we received the first FOI'

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Request #1

Q1 Does the Trust make use of outsourced tele-radiology reporting services for routine radiology reporting?

A1 UHNM does use teleradiology to outsource routine diagnostic exams for reporting

Q2 If you do make use of tele-radiology reporting, please provide the names of the providers of each service (on-call and elective separately please)?

A2 Medica is the teleradiology provider that UHNM currently outsource to

Q3 If you do make use of tele-radiology reporting services, please provide the annual volumes for both 2021 and for 2022 sent to each provider, broken into the following:

- **Overnight on-call**
- **Elective Reporting (MRI, CT)**
- **Plain Film Reporting**
- **Split into each hospital within the Trust**

A3 In 2021 a total of 13,641 exams were reported by Medica. UHNM are unable to provide detail of all of the above information requested but can split out the numbers into the following patient's types:

Patient type	RSUH	County	Total
Emergency and Inpatient	1,740	45	1,785
Cancer	2,738	1,336	4,074
Non-Cancer	5,801	1,981	7,782

2022

A total of 12,366 had been sent to Medica for reporting. UHNM are unable to provide detail of all of the above information requested but can split out the numbers into the following patients types:

Patient type	RSUH	County	Total
Emergency and Inpatient	1,662	21	1,683
Cancer	379	134	513
Non-Cancer	7,791	2,379	10,170

Q4 Start date, duration and end date of any contracts with tele-radiology providers?

A4 Medica contract:

Start date: 1st February 2021

End date: 1st February 2023 however in the contract there was an option to extend for 12 months which the Trust will be undertaking

Q5 Was the contract procured via a framework (direct award, which framework?), mini-tender, or ITT procurement process?

A5 The contract was awarded via a framework. The framework that this was awarded under NOE CPC Framework Agreement ref. NOEJ.0220 / OJEU Ref. 2018/S 198-448479

Q6 Who is the senior officer (outside of procurement) responsible for this contract?

A6 The senior officer responsible for this contract is Deonne Lee* – Head of Imaging

Q7 Who is the non-clinical manager/service manager that is responsible for this contract?

A7 The non-clinical manager/service manager that is responsible for the contract is Leanne Francis* – Deputy Directorate Manager

Request #2

Q1 Do you use Teleradiology services?

A1 Yes UHNM do use a teleradiology service

Q2. Do you have a contract with an external provider of Teleradiology Services and, if so, which companies are the contract with?

A2 Yes UHNM does have a contract with an external provider for Teleradiology services. The company that UHNM contracts with is Medica

Q3. Can the contract be extended and for how long?

A3 Yes, under the current framework there is an option to extend for a further 12 months

Q4. What is the Annual spend on teleradiology providers in financial years 2020, 2021 and 2022 (or as available) by each provider?

A4 The annual spend has been detailed below:
2020/21: £1,340,000
2021/22: £1,640,000
2022/23: £2,000,000

Q5. Are the current providers meeting their turnaround times?

A5 The provider is not currently meeting turnaround times for routine reporting. Weekly meetings are held with the provider to ascertain capacity issues resulting in the turnaround times not being met.

Q6. When do you start the tendering process when the contract is due to expire?

A6 Due to the current framework as there is an option to extend for a further 12 months a review of outsourcing will be taking place in 2023 whilst under the extension period of the current framework

Q7. Did you procure the Teleradiology services via a tender process?

Q7 The Trust conducted a full competitive OJEU tender (EU Supply ref: 16091) and awarded the contract to Medica Reporting Ltd in 2014

Q8. Which framework do you use for teleradiology services?

A8 The framework that this was awarded under NOE CPC Framework Agreement ref. NOEJ.0220 / OJEU Ref. 2018/S 198-448479

Q9. Does the Trust have a backlog of X-Ray, CT and MRI scans? If so how many?

A9 The Trust currently has a reporting backlog of 15,445
This is split into the following specialities:
X-Ray: 8,148
CT: 2,005

MRI: 5,158

*Numbers provided here are a total currently on the reporting backlog for X-Ray, CT and MRI. This does not cover all specialities undertaken at UHNM.

Q10. Does the Trust expect the usage of teleradiology services to increase in the next 3 years?

A10 With all NHS Trusts, contracts these are reviewed on a yearly basis and as a result we are unable to respond to this question as circumstances could change in the future.

Q11. Who deals with the procurement of contracts for teleradiology?

A11 There is a procurement team within the Trust that supports the contracts for Teleradiology.

Q12. Please provide the name and contact details of the procurement manager who deals with teleradiology contracts

A12 The contact details for the procurement manager who supports with teleradiology services is detailed below
Steve Boulton* – Steve.Boulton@uhnm.nhs.uk

Q13. Please provide the name and contact details of the Clinical Director for Radiology

A13 The Clinical Director for Radiology is Dr Samavia Raza* – Samavia.Raza@uhnm.nhs.uk

Q14. Please provide the name and contact details of the General Manager for Radiology

A14 The Head of Imaging for Radiology is Deonne Lee* – Deonne.Lee@uhnm.nhs.uk

Q15. Please provide the name and contact details of the Service manager for Radiology

A15 The Deputy Directorate Managers for Radiology are:
Leanne Francis* – Leanne.Francis@uhnm.nhs.uk
Sarah-Jane Stopa* – Sarah-Jane.Stopa@uhnm.nhs.uk

***Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.**

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer