

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-022026-0002211

**Date:** 09.03.2026

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Request**

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.)

System areas requested

1. Incident and Risk Management System
2. Quality and Compliance Management System?
3. Patient Consent System –
4. Patient Experience System (PREMs)
5. Patient Outcomes System (PROMs)

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.

**Response**

	Supplier name	Contract term (months), if known	Contract expiry date, if known	Contract value <b>or</b> approximate annual cost / cost range (e.g. £0–£50k, £50k–£100k, etc.)
Incident and Risk Management System	<b>RL Datix</b>	<b>3 years</b>	<b>August 2026</b>	<b>Approximately £35000 (but this can change yearly)</b>
Quality and Compliance Management System	<b>MEANTIME AMaT</b>		<b>30/09/2026</b>	<b>£23k</b>
Patient Consent System	<b>Concentric Health</b>	<b>12 Months</b>	<b>31/03/2027</b>	<b>£60000</b>
Patient Experience System (PREMs)	<b>Healthcare Coms</b>	<b>Unknown</b>	<b>Unknown</b>	<b>£50-100k</b>
Patient Outcomes System (PROMs)	<b>Open Medical Ltd</b>	<b>36 months</b>	<b>31/01/2028</b>	<b>£6121.64</b>

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

FOI/REF

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team  
The Dudley Group NHS Foundation Trust**