

Ref: FOI/CAD/ID 3219

**Please reply to:**  
FOI Administrator  
Trust Management  
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ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

21 September 2017

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to letter transcription.

1.  
*Does your NHS Trust use any outside company, individual or organisation to transcribe patient letters, records or any other patient information?  
If so:*
2.  
*Please give the names of the companies/ individuals/ organisations used, their addresses and the countries in which they are based.*
3.  
*Please give the dates during which they have been employed to carry out these services by your Trust.*
4.  
*Please state exactly what services the company/ individual/ organisation is contracted to do for the trust.*
5.  
*In what form is the patient information sent to the company/ individual/ organisation?*
6.  
*On how many occasions was patient information sent to the company/ individual/ organisation? Please give the figure for each of the past three years.*
7.  
*How much money has been paid to the company/ individual/ organisation? Please give the figure for each of the past three years.*
8.  
*How many complaints have you received about the standard of the work by this company/individual/organisation, if any? Please give figures for each of the past three years.*
- 9.

*On how many occasions has this data been lost or misplaced by the company/ individual/ organisation? Please give figures for each of the past three years.*

1. Yes

2. Maidstone and Tunbridge Wells NHS Trust clinics use Dscribe. London.

3. Start date: 1 January 2014

4. The Supplier shall supply the Trust their Digital Dictation and Workflow Management System - "CUBESCRIBE" The Supplier will provide a 24/7 transcription service over 365 days a year or 366 days in a leap year.

5. It stays within the system which is hosted on the Trust servers.

6.

From 17-05-2014 to 17-05-2015 Dept.	Total Files
MTW ABCOURT	1030
MTW Breast	2341
MTW Cardiology	741
MTW Care of the Elderly	495
MTW Diabetes	28
MTW ENT	1637
MTW Gastro	757
MTW MWAY	35
MTW Neurology	1596
MTW Obs & Gynae	223
MTW Ophthalmology	80
MTW Paeds	99
MTW Respiratory	1853
MTW Rheumatology	298
MTW Test Dept2	205
MTW Trauma & Ortho	4061
MTW Upper GI	353
MTW Urology	1341

From 17-05-2015 to 17-05-2016 Dept.	Total Files
MTW Diabetes Nurses	179
MTW Breast	4302

MTW Cardiology	625
MTW Care of the Elderly	76
MTW Diabetes	88
MTW ENT	1107
MTW Gastro	431
MTW Neurology	374
MTW Respiratory	607
MTW Rheumatology	1754
MTW Trauma & Ortho	4291
MTW Urology	2837

From 17-05-2016 to 17-05-2017 Dept.	Total Files
MTW Breast	1453
MTW Cardiology	901
MTW Diabetes	11
MTW ENT	34
MTW Gastroenterology	281
MTW Neurology	102
MTW Respiratory	583
MTW Rheumatology	254
MTW Trauma and Ortho	1682
MTW Urology	1392

7.

The total spend with Dscribe during the last 3 years was as follows:

Year Dscribe Spend

16/17 £97,569

15/16 £172,403

14/15 £168,048

8. The PALS and complaints team have not received any complaints regarding Dscribe.

9. This information can be found in the Trust's Annual Report and Accounts which are published on our website. [www.mtw.nhs.uk](http://www.mtw.nhs.uk)