

Ref: FOI/GS/ID7132

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

07 January 2022

## **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 Digital Dictation, Speech Recognition, Outsourced Transcription, Telehealth, Online Clinic / Video Consultation and Health Information Systems.

*You asked:*

*Digital Dictation*

*1. Do you use Digital Dictation? If yes, could you please answer the following questions:*

- a. Name of the supplier & product:*
- b. What procurement method (if any) was used to obtain this system i.e. what framework:*
- c. The contract start date:*
- d. The contract end date:*
- e. Total contract value:*
- f. Is the product integrated with PAS or EPR:*
- g. What is the name, position and contact email/telephone number of the key internal stakeholder for this service:*
- h. What is the name, position and contact email/telephone number of the key procurement personnel for this service:*
- i. Which departments in the trust are currently using digital dictation?*
- j. Outpatient or department secretarial/admin manager contact details?*

*Speech Recognition*

*2. Do you use Speech Recognition? If yes, could you please answer the following questions:*

- a. Name of the supplier & product:*
- b. What procurement method (if any) was used to obtain this system i.e. what framework:*
- c. The contract start date:*
- d. The contract end date:*

- e. *Total contract value:*
- f. *Is the product integrated with PAS or EPR:*
- g. *What is the name, position and contact email/telephone number of the key internal stakeholder for this service:*
- h. *What would you like to see in this product that is currently not being delivered:*

#### *Outsourced Transcription*

3. *Do you use Outsourced Transcription? If yes, could you please answer the following questions:*

- a. *Name of the supplier:*
- b. *What procurement method (if any) was used to obtain this system i.e. what framework:*
- c. *The contract start date:*
- d. *Volume of letters per month:*
- e. *Volume of letters (hard copies) sent out per month?*
- f. *What is the name, position and contact email/telephone number of the key internal stakeholder for this service:*
- g. *How much is being spent on outsourced transcription per annum?*

#### *Online Clinic / Video Consultation*

4. *Do you use Online Clinic / Video Consultation? If yes, could you please answer the following questions:*

- a. *Name of the supplier & product:*
- b. *What procurement method (if any) was used to obtain this system i.e. what framework:*
- c. *The contract start date:*
- d. *The contract end date:*
- e. *Total contract value:*
- f. *Is the product integrated with PAS or EPR:*
- g. *What is the name, position and contact email/telephone number of the key internal stakeholder for this service:*
- h. *What would you like to see in this product that is currently not being delivered:*

#### *Health Information Systems*

5. *What suppliers do you use for the following?*

- a. *PAS (Patient Administration System)*
- b. *EPR (Electronic Patient Record)*
- c. *eDMS (Electronic Document Management System)*
- d. *RIS (Radiology Information System)*
- e. *Outward mailing service provider*

Trust response:

#### Digital Dictation

1. a.b.c.d.e.f.g

Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website [WWW.MTW.NHS.UK](http://WWW.MTW.NHS.UK) . Please enter Digital Dictation, Speech Recognition, Outsourced Transcription, Telehealth and Health Information Systems. into the search box and the response will be shown. Alternatively, please use the following link: <http://www.mtw.nhs.uk/wp-content/uploads/2020/12/Digital->

[Dictation-Speech-Recognition-Outsourced-Transcription-Telehealth-and-Health-Information-Systems.-181220.pdf](#)

h. The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details. Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. This role falls under the remit of the Chief Finance Officer. The Trust Executive structure chart is available on the Trust website [www.mtw.nhs.uk](http://www.mtw.nhs.uk)

i. Oncology

j. The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details. Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees.

[mtw-tr.outpatientsmanagement@nhs.net](mailto:mtw-tr.outpatientsmanagement@nhs.net)

Speech Recognition

2. a.b.c.d.e.f.h

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g. The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details. Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. Outsourced Transcription

3. a.b.c.d

Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website [WWW.MTW.NHS.UK](http://WWW.MTW.NHS.UK) . Please enter Digital Dictation, Speech Recognition, Outsourced Transcription, Telehealth and Health Information Systems. into the search box and the response will be shown. Alternatively, please use the following link: <http://www.mtw.nhs.uk/wp-content/uploads/2020/12/Digital-Dictation-Speech-Recognition-Outsourced-Transcription-Telehealth-and-Health-Information-Systems.-181220.pdf>

e. The Trust has been unable to answer this question. If you would like us to respond can you please confirm whether you are referring to just the outsourced or total volume of letters (hard copies) sent out per month.

g. the Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the

commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

#### Online Clinic / Video Consultation

4. Yes

a. Attend Anywhere

b. Gcloud

c. 01/04/2021

d. 31/03/2022

e. Due to the imminent ending of the contract the Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

f. No

g. The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details. Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. This role falls under the remit of the Chief Finance Officer.

The Trust Executive structure chart is available on the Trust website

[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

h. This question is not covered by the Act as it relates to a personal opinion.

#### Health Information Systems

5. a.b.c.d.e

Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website WWW.MTW.NHS.UK . Please enter Digital Dictation, Speech Recognition, Outsourced Transcription, Telehealth and Health Information Systems.

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