

Ref: FOI/GS/ID 7528

Please reply to:
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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.

You asked:

- 1. Do you currently use digital dictation? Yes/No*
- 2. If yes, who is your provider for digital dictation?*
- 3. If no, what is your process for letter production?*
- 4. What is the contract end date for your current digital dictation provider?*
- 5. Do you use outsourced transcription or speech recognition or both?*
- 6. Who are your suppliers for each?*
- 7. What is the contract end date for these suppliers?*
- 8. What EPR and PAS system is used?*
- 9. What is your current letter turnaround time target (from appointment to letter sent to the GP)?*
- 10. Are you compliant with this target?*
- 11. Do your teams suffer from letter backlogs due to capacity?*
- 12. How many secretarial/admin staff are employed to support outpatient letter production?*

Trust response:

1. Yes
2. G2 Speech
3. Not applicable
4. 31/12/23
5. Both
6. Nuance communications/Winscribe
7. 31/12/23
8. Altera (Formerly Allscripts)
9. 10 days from OPA
10. Most of the time, unless unforeseen circumstances

11. Not due to capacity but for unforeseen circumstances we may
12. Normally 3 per speciality per site.