

Ref: FOI/GS/ID 7881

Please reply to:
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Trust Management
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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, Speech Recognition Software and Outsourced Transcription Services.

You asked:

- 1. Do you use any digital dictation software within your trust?*
 - a. If yes:*
 - i. Which provider do you use? (please provide supplier and system names)*
 - ii. How many users / licences do you currently have and what is your yearly spend?*
 - 1. Please split spend by fixed annual licence fee vs any volume-based usage fees if possible*
 - iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?*
 - b. If no:*
 - i. Do you use any analogue solutions (eg. Dictaphone)?*
 - ii. What solutions do you use and who provides those?*
 - iii. What is your approximate yearly spend on these solutions?*
- 2. Do you use any speech recognition software within your trust?*
 - a. If yes:*
 - i. Which provider do you use? (please provide supplier and system names)*
 - ii. How many users / licences do you currently have and what is your yearly spend?*
 - 1. Please split spend by fixed annual licence fee vs any volume-based usage fees if possible*
 - iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?*
 - 3. Do you use any outsourced transcription services within your trust?*

- a. If yes:
 - i. Which provider do you use?
 - ii. How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?
 - 1. Please split spend by fixed annual fee vs any volume-based usage fees if possible (eg. spend on lines per year)
 - iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?
- b. If no:
 - i. Do you do transcription in-house?
 - ii. If so who does this? (ie. the clinician, admin staff, IT team etc.)

Trust response:

- 1.
 - a. If yes:
 - i. Dscribe, Cube
 - ii. The number of users/licences is not known.
Section 43 Exemption is being applied to this part of the question
 - iii. 2014 rolling contract. Previous provider is not known.
 - b. If no:
 - i. Not applicable
 - ii. Not applicable
 - iii. Not applicable
- 2.
 - a. If yes:
 - i. Oncology. G2 Speech
 - ii. The number of users/licences is not known.
Section 43 Exemption is being applied to this part of the question
 - iii. 01/01/2019 - 31/12/2023. Previous provider is not known.
 - a.
 - i. Nuance Dragon
 - ii. 20 licences.
Section 43 Exemption is being applied to this part of the question
 - iii. No contract, software purchased.
- 3.
 - a. If yes:
 - i. Dscribe
 - ii. The number of users/licences is not known.
Section 43 Exemption is being applied to this part of the question
 - iii. 2014 rolling contract. Previous provider is not known.
 - b. If no:
 - i. Not applicable
 - ii. Not applicable