



FOI REF: 22/617

Eastbourne District General Hospital  
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BN21 2UD

15<sup>th</sup> November 2022

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**We are currently updating data on your trust's Digital Dictation, Voice Recognition, and medical transcription suppliers. If you do not use any of these services please type "No system installed".**

**Please find attached an excel file for you to easily fill in with the information.**

Please see the attached document and note the following:

Whilst the Trust holds the information requested in respect of the cost of Digital Dictation for Radiology, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that by providing the cost of the contract would cause harm to the Trust as this would distort the marketplace and therefore, result in the Trust not obtaining best value for money.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

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Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)

Digital dictation

Department (e.g. radiology, dermatology)	Supplier (name)	System (name)	Contract initiation (date)	Contract expiration (date)	Rolling contract (Y/N)	Cost (please specify if annual or for the whole contract duration)
Surgery	Bighand	Bighand	01/04/2021	31/03/2022	N	Trust Wide Contract - Annual cost approximately £345,000 (includes Voice Recognition and Medical Transcription)
Medicine	Bighand	Bighand	01/04/2021	31/03/2022	N	
Womens & Children	Bighand	Bighand	01/04/2021	31/03/2022	N	
Radiology	Dragon Medical Software	Dragon Medical One		2017 Not applicable	Y	Section 43(2) applied, please see letter.

## Voice recognition

Department (e.g. radiology, dermatology)	Supplier (name)	System (name)	Contract initiation (date)	Contract expiration (date)	Rolling contract (Y/N)	Cost (please specify if annual or for the whole contract duration)
Surgery	Bighand	Bighand	01/04/2021	31/03/2022	N	Trust Wide Contract - Annual cost approximately £345,000 (includes Voice Recognition and Medical Transcription)
Medicine	Bighand	Bighand	01/04/2021	31/03/2022	N	
Womens & Children	Bighand	Bighand	01/04/2021	31/03/2022	N	

Medical transcription services (outsourced)						
Supplier (name)	Contract initiation (date)	Contract expiration (date)	Rolling contract (Y/N)	Total spending 2019	Total spending 2020	Total spending 2021
Surgery	Bighand	Bighand	01/04/2021	31/03/2022	N	Trust Wide Contract - Annual cost approximately £345,000 (includes Voice Recognition and Medical Transcription)
Medicine	Bighand	Bighand	01/04/2021	31/03/2022	N	
Womens & Children	Bighand	Bighand	01/04/2021	31/03/2022	N	