

FOI REF: 22/743

Eastbourne District General Hospital

Kings Drive
Eastbourne
East Sussex
BN21 2UD

19th January 2023

Tel: 0300 131 4500

Website: 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:

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)**

Bighand.

- ii. How many users / licences do you currently have and what is your yearly spend?**

1800 Licences.

Please split spend by fixed annual licence fee vs any volume-based usage fees if possible

The information you have requested is exempt under section 41 of the Freedom of Information Act 2000. This is because the information would originally have been provided in confidence. Information is exempt information if –

- (a) it was obtained by the public authority from any other person (including another public authority), and,
- (b) the disclosure of the information to the public (otherwise than under this Act) by the public authority holding it would constitute a breach of confidence actionable by that or any other person.

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Whilst the Trust holds the information requested, 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 commercial interests of third parties. This is because release of the information could be detrimental to their competitive position in the market.

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 annual licence fee would cause harm to the Trust as this would distort the market-place 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.

iii. How long have you been with this provider?

The Trust have been with BigHand since 2018.

What was the date of your most recent contract and when does this expire?

Current Contract: 1st April 2021 to 31st March 2023.

Who was your previous provider?

The previous provider was Scribotech.

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?

Not applicable.

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)

BigHand.

ii. How many users / licences do you currently have and what is your yearly spend?

1800 Licences.

Please split spend by fixed annual licence fee vs any volume-based usage fees if possible.

The information you have requested is exempt under section 41 of the Freedom of Information Act 2000. This is because the information would originally have been provided in confidence. Information is exempt information if –

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iii. How long have you been with this provider?

The Trust have been with BigHand since 2018.

What was the date of your most recent contract and when does this expire?

Current Contract: 1st April 2021 to 31st March 2023.

Who was your previous provider?

The previous provider was Scribotech.

3. Do you use any outsourced transcription services within your trust?

a. If yes:

i. Which provider do you use?

BigHand.

ii. How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?

1800 Licences.

Please split spend by fixed annual fee vs any volume-based usage fees is possible (eg. spend on lines per year)

The information you have requested is exempt under section 41 of the Freedom of Information Act 2000. This is because the information would originally have been provided in confidence. Information is exempt information if –

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iii. How long have you been with this provider?

The Trust have been with BigHand since 2018.

What was the date of your most recent contract and when does this expire?

Current Contract: 1st April 2021 to 31st March 2023.

Who was your previous provider?

The previous provider was Scribetechn.

b. If no:

i. Do you do transcription in-house?

ii. If so who does this? (ie. the clinician, admin staff, IT team etc.)

Not applicable.

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), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

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