

FOI REF: 23/236

30th May 2023

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:

Please find attached FOI request relating to the following:

**Digital Dictation
Speech Recognition
Outsourced Transcription
Video Consultation**

Additionally, I'd like to understand what clinical information systems are in place at the Trust, including PAS, EPR, RIS etc.

Digital Dictation

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

Yes.

- **Name of the supplier & product:**

BigHand is both the supplier and product.

- **What procurement method (if any) was used to obtain this system i.e. what framework:**

NHS SBS Framework

- **The contract start date:**

1st April 2023.

- **The contract expiry date:**

1st April 2025.

- **Total contract value:**

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 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 contract value could cause harm to the Trust as this could 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.

- **Is the product integrated with PAS or EPR:**

PAS.

- **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Catherine Rodgers
Service Manager Digital Records & Administration.

- **What is the person(s) email and telephone number:**

Email: Catherine.rodgers@nhs.net
Telephone: 0300 131 4500

- **What would you like to see in this product that is currently not being delivered:**

The right of access created by the Freedom of Information Act only applies to recorded information. The opinions requested above are not recorded and we are unable to divulge unrecorded opinions on these matters.

Speech Recognition

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

Yes.

- **Name of the supplier & product:**

BigHand is both the supplier and product.

- **What procurement method (if any) was used to obtain this system i.e. what framework:**

NHS SBS Framework

- **The contract start date:**

1st April 2023.

- **The contract expiry date:**

1st April 2025.

- **Total contract value:**

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 its commercial interests.

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Catherine Rodgers
Service Manager Digital Records & Administration.

- **What is the person(s) email and telephone number:**

Email: Catherine.rodgers@nhs.net
Telephone: 0300 131 4500

- **What would you like to see in this product that is currently not being delivered:**

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Outsourced Transcription

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

Yes.

- **Name of the supplier**

BigHand.

- **What procurement method (if any) was used to obtain this system i.e. what framework:**

NHS SBS Framework

- **The contract start date:**

1st April 2023.

- **Volume of letters per month:**

Approximately 7,000.

- **Total contract value:**

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 its commercial interests.

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

- **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Catherine Rodgers
Service Manager Digital Records & Administration.

- **What is the person(s) email and telephone number:**

Email: Catherine.rodgers@nhs.net
Telephone: 0300 131 4500

- **What would you like to see in this product that is currently not being delivered:**

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Video Consultation

- **Do you use Video Consultation? If yes, could you please answer the following questions:**

Yes.

- **Name of the supplier & product:**

Attend AnyWhere - Acute
AccuRX – Community

- **What procurement method (if any) was used to obtain this system i.e. what framework:**

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Tender with other NHS organisation.

- **The contract start date:**

1st April 2022.

- **The contract expiry date:**

31st March 2024.

- **Total contract value:**

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 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.

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

- **Is the product integrated with PAS or EPR:**

No.

- **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Jo Byers
General Manager Outpatients
Core Services Division

- **What is the person(s) email and telephone number:**

Email: jo.byers@nhs.net
Telephone: 0300 131 4500

- **What would you like to see in this product that is currently not being delivered:**

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Health Information Systems

What supplier(s) do you use for the following?

- **PAS (Patient Administration System)**

Allscripts.

- **EPR (Electronic Patient Record)**

Kainos Evolve.

- **eDMS (Electronic Document Management System)**

Kainos Evolve.

- **RIS (Radiology Information System)**

We did not procure Digital Dictation and Voice Recognition, it came with the Radiology information system (integrated). The Radiology Information system in use is CRIS supplied by Wellbeing.

- **LIMS (Laboratory Information Management System)**

[Clynisis.](#)

- **e-Correspondence (e.g. Docman) Hybrid Mail (e.g. Synertec)**

[Docman and Synertec.](#)

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