

FOI REF: 24/616

17th September 2024**Eastbourne District General Hospital**Kings Drive
Eastbourne
East Sussex
BN21 2UD

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:

Digital Dictation**1. Do you use Digital Dictation?**[Yes.](#)

If yes, could you please answer the following questions:

a. Name of the supplier & product?[KCI Medical Limited/Fluency Direct and Big hand.](#)**b. How many user licences do you have?**[Bighand Licenses 1800.](#)**c. What procurement method (if any) was used to obtain this system, i.e. what framework?**[SBS Framework for Digital Dictation, Speech Recognition & Outsourced Transcription.](#)**d. The contract start date?**

Fluency Direct	29th March 2024
Big hand	1st April 2023

e. The contract expiry date?

Fluency Direct	28th March 2025
Big hand	31st March 2025

f. Total contract value?

Section 17 Notice of Refusal

Under Section FOIA Section 1 (1) (a) The Trust would confirm that it does hold 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 sharing commercials could disadvantage the incumbent supplier against their competitors. The information could provide competitors with the suppliers pricing, which could result in these suppliers obtaining a competitive advantage which could 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.

g. Is the product integrated with PAS or EPR?

Yes, EPR.

h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service?

Andy Bissenden
Associate Director of Digital

i. What is the person(s) email and telephone number?

Section 17 Notice of Refusal

We are unable to provide the contact details of staff as we consider this information to be exempt from release in accordance with Section 44 of the Freedom of Information Act (Prohibition on disclosure) and would refer to the Privacy and Electronic Communications EC Directive Regulations 2003 which provide specific rules on electronic communication services, including marketing (by phone, fax, email or text) and keeping communications services secure. We will not provide any information that could result in the transmission of unsolicited communications which may place an unacceptable risk to our email network and could also have a detrimental impact on patient care and treatment.

The contact number for the Trust are accessible on the Trust website <http://www.esht.nhs.uk>.

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

j. What would you like to see in this product that is currently not being delivered?

Not applicable.

Outsourced Transcription

2. Do you use Outsourced Transcription?

Yes.

If yes, could you please answer the following questions:

a. Name of the supplier:

Big hand.

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

SBS Framework for Digital Dictation, Speech Recognition & Outsourced Transcription.

c. The contract start date:

1st April 2023.

d. Volume of letters per month:

On average this is 2,190 letters per month (total letters 1st January 2024-30st August 2024 = 17,534)

e. Total contract value:

Section 43(2) exemption applied, please see response to question 1.i.

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

Catherine Rodgers
Service Manager, Digital Records and Administration

g. What is the person(s) email and telephone number:

Section 44 applied, please see above.

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

Not applicable.

Speech Recognition

3. Do you use Speech Recognition?

Yes.

If yes, could you please answer the following questions:

a. Name of the supplier & product?

Fluency Direct and Big hand.

b. How many user licences do you have?

Fluency Direct 200, Big hand 600.

c. What procurement method (if any) was used to obtain this system, i.e. what framework?

SBS Framework for Digital Dictation, Speech Recognition & Outsourced Transcription.

d. The contract start date?

Fluency Direct	29 th March 2024.
Big hand	31 st March 2023.

e. The contract expiry date?

Fluency Direct	28 th March 2025.
Big hand	31 st March 2025.

f. Total contract value?

Section 43(2) exemption applied, please see response to question 1.i.

g. Is the product integrated with PAS or EPR?

EPR

h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service?

Andy Bissenden
Associate Director - Digital

i. What is the person(s) email and telephone number?

Section 44 applied, please see above.

j. What would you like to see in this product that is currently not being delivered?

Not applicable.

Ambient AI Scribe

4. Do you use AI-enabled Ambient Scribe?

No.

If yes, could you please answer the following questions:

- a. Name of the supplier & product?
- b. How many user licences do you have?
- c. What procurement method (if any) was used to obtain this system, i.e. what framework?
- d. The contract start date?
- e. The contract expiry date?
- f. Total contract value?
- g. Is the product integrated with PAS or EPR?
- h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- i. What is the person(s) email and telephone number?
- j. What would you like to see in this product that is currently not being delivered?

Not applicable to all the above.

Video Consultation – Acute Services

5. Do you use Video Consultation?

If yes, could you please answer the following questions:

- a. Name of the supplier & product?
AttendAnywhere
- b. How many user licences do you have?
- c. What procurement method (if any) was used to obtain this system, i.e. what framework?

Crown Commercial Service Framework.

d. The contract start date?

31st March 2024

e. The contract expiry date?

31st March 2025

f. Total contract value?

Section 43(2) exemption applied, please see response to question 1.i.

g. Is the product integrated with PAS or EPR?

No.

h. What is the name(s) and position(s) of the key internal stakeholder(s) for this service?

Andy Bissenden
Associate Director of Digital

i. What is the person(s) email and telephone number?

Section 44 applied, please see above.

j. What would you like to see in this product that is currently not being delivered?

Not applicable.

k. How many user licences do you have?

Not applicable.

l. What % of virtual/remote consultations are conducted using video vs telephone?

20%.

Video Consultation – Community Services

5. Do you use Video Consultation?

Yes.

If yes, could you please answer the following questions:

a. Name of the supplier & product?

Accurx

- b. How many user licences do you have?**

Not applicable.

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

Crown Commercial Service Framework.

- d. The contract start date?**

1st April 2024.

- d. The contract expiry date?**

31st March 2026.

- e. Total contract value?**

Section 43(2) exemption applied, please see response to question 1.i.

- g. Is the product integrated with PAS or EPR?**

Yes.

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

Andy Bissenden
Associate Director of Digital

- i. What is the person(s) email and telephone number?**

Section 44 applied, please see above.

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

Not applicable.

- j. How many user licences do you have?**

Not applicable.

- l. What % of virtual/remote consultations are conducted using video vs telephone?**

90.4% Telephone, 9.6% Virtual consultation.

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

a. PAS (Patient Administration System)

[Altera PAS](#)

b. EPR (Electronic Patient Record)

[SystemOne for Community service. Acute service out to Tender.](#)

c. eDMS (Electronic Document Management System)

[Evolve / Mediviewer](#)

d. RIS (Radiology Information System)

[Philips CRIS / SPECTRA PACS](#)

e. LIMS (Laboratory Information Management System)

[CliniSys](#)

f. e-Correspondence (e.g. Docman)

[Docman Connect](#)

g. Hybrid Mail (e.g. Synertec)

[Synertec Ltd](#)

h. Patient Portal

[Patients know best](#)

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

Freedom of Information Department
esh-tr.foi@nhs.net