

FOI REF: 25/103

18<sup>th</sup> February 2025

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:

**I am submitting this request under the Freedom of Information Act 2000 to obtain details regarding the total expenditure by your trust on transcription services. Specifically, I would like to request the following information for the last three financial years (or the most recent available period):**

- 1. Total expenditure on outsourced transcription services (including third-party providers and digital dictation/transcription software).**

[FY 2021/2022: £476,359](#)

[FY 2022/2023: £418,071](#)

[FY 2023/2024: £276,986](#)

- 2. Total expenditure on in-house/on-premises medical secretaries whose primary role includes transcription and documentation.**

[FY 2021/2022: £1,655,470](#)

[FY 2022/2023: £1,677,166](#)

[FY 2023/2024: £2,081,304](#)

[These figures are total ESHT cost for Medical Secretaries. All ESHT Medical secretaries include documentation or transcription in their roles.](#)

- 3. If possible, a breakdown of costs by year and/or service provider.**

[This information is included in Q1 and Q2.](#)

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

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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.

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](mailto:esh-tr.foi@nhs.net)