

FOI REF: 25/107

28th February 2025

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:

I kindly request the following information for East Sussex Healthcare NHS Trust:

- 1) What is the total backlog of outpatient clinical letters awaiting completion as of January 2025?**

I am interested in the operational backlog only and do not require data on older letters that may be duplicates or contain errors.)

As of 5th February 2025 (we only report on a live system) there are 9447 documents within the BigHand Dictation System. This excludes any clinical letters managed within any other systems, e.g Medisight.

Please note that BigHand are the Trust's main system for clinical letters.

- 2) What was the total expenditure on temporary administrative staff in the past financial year?**

The total expenditure for Bank, Agency & Waiting List Administration staff in 2023/24 was £3,202,340.

- 3) What was the total expenditure on (external) transcription or voice recognition services in the past financial year, if applicable?**

The total expenditure on external transcription or voice recognition services for the financial year 2023/24 was £336,314.

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- 4) If applicable, when is the current contract for (external) transcription or voice recognition services set to expire?**

Bigband – contract end date 31st March 2025.

Fluency Direct - contract end date 29th March 2025.

- 5) Is the trust currently exploring or actively pursuing the implementation of ambient AI or AI-powered transcription services?**

Yes.

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