



Ref: FOIA Reference 2024/25-111

Date: 24<sup>th</sup> June 2024

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 14th May 2024 requesting information under the Freedom of Information Act (2000) sent to PALs regarding digital dictation

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Could you please confirm whether your organisation uses a digital dictation provider? If so, kindly specify the name of the provider.**

A1 Fluency Direct

**Q2 Could you confirm whether you employ a speech recognition system? If yes, please provide details about the provider.**

A2 Fluency Direct

**Q3 Does your organisation use an outsourced transcription provider? If so, kindly state the name of the provider.**

A3 Not applicable

**Q4 For all the services mentioned above, I would appreciate clarification on the contract expiration date. Alternatively, if your contracts are on a rolling basis, please indicate so.**

A4 See below:

Fluency Direct contract expires 31/12/2024

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records