



**University Hospitals
of North Midlands**
NHS Trust

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Ref: FOIA Reference 2022/23-176

Date: 5th September 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 29th June 2022 requesting information under the Freedom of Information Act (2000) regarding digital dictation

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS.

As of 1st 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 Do you currently use digital dictation? Yes/No

A1 I can confirm that the Trust holds information regarding this question but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:

<http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/>

- answered on 323-2122/

235-2021

415-2122



Q2 If yes, who is your provider for digital dictation?

A2 As answer 1

Q3 If no, what is your process for letter production?

A3 Not applicable

Q4 What is the contract end date for your current digital dictation provider?

A4 As answer 1

Q5 Do you use outsourced transcription or speech recognition or both?

A5 No

Q6 Who are your suppliers for each?

A6 Fluency Direct from 3MModal for speech recognition, Medisec for digital dictation

Q7 What is the contract end date for these suppliers?

A7 MModal – 31 March 2023, Medisec Digital Dictation - 31 March 2023

Q8 What EPR and PAS system is used?

A8 As answer 1

Q9 What is your current letter turnaround time target (from appointment to letter sent to the GP)?

A9 See below: medicine

Specialty	Letter over 5 days at 22.08.22	Number of WTE admin staff in team
Diabetes & Endocrinology	2	B3 = 4.8/B4 = 4.9
Nephrology	81	B3 = 6.4/B4 = 2.7/B2 = 1
Respiratory	690 - oldest letter 22/7	21 WTE
Infectious Diseases	0 backlog	1 WTE
Gastroenterology	271 – oldest letter 4/8	12 WTE

Q10 Are you compliant with this target?

A10 No

Q11 Do your teams suffer from letter backlogs due to capacity?

A11 Yes

Q12 How many secretarial/admin staff are employed to support outpatient letter production?

A12 See below:

Org L2	Headcount	FTE
205 Children's, Women's & Diagnostics	64	54.01
205 Medicine Division	40	34.56
205 Specialised Division	63	56.92
205 Surgical Division	51	43.63
Grand Total	218	189.12

Note: This varies by Speciality/Directorate, however there is in the region of 6 secretarial/admin per Speciality/Directorate, note that some teams are smaller, some are larger and that they all have other roles

*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.

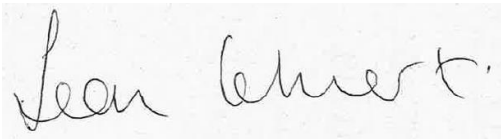
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert
Data, Security & Protection Manager