



Ref: FOIA Reference 2022/23-532

Date: 24th March 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 19th December 2022 requesting information under the Freedom of Information Act (2000) regarding digital dictation

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 use any digital dictation software within your Trust?

- a. If yes:
 - i. Which provider do you use? (Please provide supplier and system names)
 - ii. How many users / licences do you currently have and what is your yearly spend?
 1. Please split spend by fixed annual licence fee vs any volume-based usage fees if possible
 - iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?
- b. If no:
 - i. Do you use any analogue solutions (e.g. Dictaphone)?
 - ii. What solutions do you use and who provides those?
 - iii. What is your approximate yearly spend on these solutions?

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

175-2223 – June 2022

- Q2 Do you use any speech recognition software within your Trust?**
- a. If yes:
 - i. Which provider do you use? (Please provide supplier and system names)
 - ii. How many users / licences do you currently have and what is your yearly spend?
 1. Please split spend by fixed annual licence fee Vs any volume-based usage fees if possible
 - iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?

A2 As answer 1

- Q3 Do you use any outsourced transcription services within your Trust?**
- a. If yes:
 - i. Which provider do you use?
 - ii. How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?
 1. Please split spend by fixed annual fee vs any volume-based usage fees is possible (eg. spend on lines per year)
 - iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?
 - b. If no:
 - i. Do you do transcription in-house?
 - ii. If so who does this? (ie. the clinician, admin staff, IT team etc.)

Terminology

1. **Digital Dictation** - Device or software used to record audio and share recordings digitally
2. **Speech Recognition Software** - Software used to automatically identify and translate spoken words into text. Used to complete tasks or transcribe documents
3. **Outsourced Transcription Services** - Use of a 3rd party to identify and transcribe spoken words into text

A3 As answer 1

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

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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,



Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer