

Ref: FOI2016/3114
Date Received: 11 March 2016
Response Due: 12th April 2016

8th April 2016

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

1.
Does your NHS Trust use any outside company, individual or organisation to transcribe patient letters, records or any other patient information?

Yes

If so:

2.
Please give the names of the companies/ individuals/ organisations used, their addresses and the countries in which they are based.

Dict8 – UK based

3.
Please give the dates during which they have been employed to carry out these services by your Trust.

We have used Dict8 in the 14/15 & 15/16 FYs.

4.
Please state exactly what services the company/ individual/ organisation is contracted to do for the trust.

Transcribe digital dictations

5.
In what form is the patient information sent to the company/ individual/ organisation?

Electronic transfer of digital dictation but no patient identifiable information is sent

6.
On how many occasions was patient information sent to the company/ individual/ organisation? Please give the figure for each of the past three years.

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Digital dictation sent Ad hoc – as and when required- but no patient identifiable is information sent

7.
How much money has been paid to the company/ individual/ organisation? Please give the figure for each of the past three years.

14/15 - £44,697
15/16 – Approx £34 k year to date

6.
How many complaints have you received about the standard of the work by this company/individual/organisation, if any? Please give figures for each of the past three years.

None

7.
On how many occasions has this data been lost or misplaced by the company/ individual/ organisation? Please give figures for each of the past three years.

None

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster

Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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