



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

## Information Governance Department

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Ref: FOI2021/7563

Date Received: 23<sup>rd</sup> June 2021

Response Due: 22<sup>nd</sup> July 2021

Date: 22<sup>nd</sup> July 2021

Dear Sir/Madam

## INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

**We are currently updating data on your trust's Digital Dictation and Voice Recognition systems.  
Can you please complete the fields below with what you currently hold?**

**System type can also be 'No System Installed' if your trust does not use the system:**

**System type** - Digital dictation

**Supplier name** - BigHand

**System name** - BigHand

**Date installed** – 1<sup>st</sup> April 2017

**Contract expiration** - 1<sup>st</sup> April 2022

**Notes** -

**System type** - Voice Recognition –

**Supplier name** - Dragon

**System name** – Dragon Medical Speech Recognition Software v13

**Date installed** – February 2020

**Contract expiration – February 2022**

**Notes –**

**If applicable,**

**- Can you let us know who supplies your digital dictation hardware devices?**

Devices were purchased through procurement in line with service framework. Various suppliers including Bighand, Business Dictation, Insight.

**- how many digital dictation devices does your trust have?**

60

**- when was the procurement date of the digital dictation devices?**

As and when required.

**System definitions:**

**Digital Dictation - Device used to record audio and share recordings digitally.**

**Voice Recognition - Identifies and translates spoken words into text. Used to complete tasks or transcribe documents.**

I trust that this information is helpful to you, 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,



Rebecca Lyon  
Director of Operations – Specialist Services/Division of Surgery

**PLEASE NOTE:**

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, Wrightington Hospital, Hall Lane, Appley Bridge, 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 at:

The Information Commissioner's Office  
Wycliffe House

Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 1113