

Information Governance Department

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Ref: FOI2015/2570
Date Received: 24th March 2015
Response Due: 23rd April 2015

23 April 2015

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 the Trust currently use a digital dictation or speech recognition workflow solution Trust wide or within any departments. If so which solution do you use and where?

Digital dictation solution is provided by BigHand Ltd. and is used across all outpatient departments

2) How long is the contract and when is the contract due for renewal? Please include any extensions the Trust may take advantage of and a breakdown of costs. (I.E the initial outlay for hardware and implementation, and any recurring costs such as license fee and maintenance)

The contract is let under the SBS framework which commenced 1st March 2012 for a 4 year term

3) If the Trust currently don't have a solution in each department, does the Trust have any plans to implement such systems either trust wide or on a departmental basis? If so, who will be overseeing this procurement?

N/A

4) If Digital Dictation is in place, do the Trust have any plans to move to a speech recognition solution to support paperless NHS 2018? If so, when?

The Trust is implementing an electronic patient record solution due to go live in May 2016, this will support direct data entry in addition to the continuation of digital dictation support for outpatients. There are no plans to implement speech recognition at this time

5) What volume of documents do the Trust send for outsourced transcription, and at what cost?

There is minimal outsourcing, i.e. one occasion in the last year. The internal medical PA and typing pool complete the vast majority of transcription

Chairman: Robert Armstrong
Chief Executive: Andrew Foster CBE

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 256335. 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,



Rob Forster
Acting 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