

Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/10487

Date Received: 3rd February 2025

Response Due: 3rd March 2025

Date: 28th February 2025

Dear Sir/Madam

With reference to your request for information received on 3rd February 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I am submitting this request under the Freedom of Information Act 2000 to obtain details regarding the total expenditure by your trust on transcription services.

Specifically, I would like to request the following information for the last three financial years (or the most recent available period):

1. Total expenditure on outsourced transcription services (including third-party providers and digital dictation/transcription software).

The below expenditure is for Dict8.

- 2022/23 = £61,635.
- 2023/24 = £116,061.
- 2024/25 *up to January 2025 = £120,975.

2. Total expenditure on in-house/on-premises medical secretaries whose primary role includes transcription and documentation.

The below expenditure covers Band 3, Band 4 and Bank/Agency staff.

- 2022/23 = £3,822,510.
- 2023/24 = £4,146,125.
- 2024/25 *up to January 2025 = £3,707,391.

3. If possible, a breakdown of costs by year and/or service provider.

Please see the responses to questions 1 and 2 above.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'T. Gardner', on a light-colored background.

Tabitha Gardner
Chief Finance Officer

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, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

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 123 111