



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/2024/9857

Date Received: 14th May 2024

Response Due: 12th June 2024

Date: 24th May 2024

Dear Sir/Madam

With reference to your request for information received on 14th May 2024, 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:

- 1. Could you please confirm whether your organisation uses a digital dictation provider? If so, kindly specify the name of the provider.**
BIGHAND LTD – contract expiry date 16/03/2027.
- 2. Could you confirm whether you employ a speech recognition system? If yes, please provide details about the provider.**
BIGHAND LTD – contract expiry date 16/03/2027.
- 3. Does your organisation use an outsourced transcription provider? If so, kindly state the name of the provider.**
DICT8 LTD – contract expiry date 31/08/2025.
- 4. For all the services mentioned above, I would appreciate clarification on the contract expiration date. Alternatively, if your contracts are on a rolling basis, please indicate so.**
Please see expiry date next to each answer.

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,



Kelly Knowles
Operational Director of Finance

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