

**Information Governance**

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14 February 2019  
Reference no.18190390

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 17<sup>th</sup> January making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

**Request and Response:**

- Do you use Digital Dictation? If yes, could you please answer the following questions:
  - Name of the supplier & product? BigHand
  - What procurement method (if any) was used to obtain this system i.e. what framework? SBS
  - The contract start date? 17.02.2017
  - The contract end data? 36 months, 16.02.2020
  - The total contract value? Section 43 applied.
  - What is the name and position of the key internal stakeholder for this service?
- Do you use Speech Recognition? If yes, could you please answer the following questions: N/A
  - Name of the supplier & product?
  - What procurement method that was used to obtain this system i.e. what framework?
  - The contract start date?

- The contract end data?
- What is the name and position of the key internal stakeholder for this service?
- Do you use Outsourced Transcription? If yes, could you please answer the following questions: N/A
  - Name of the supplier?
  - What procurement method (if any) was used to obtain this system i.e. what framework?
  - The contract start date?
  - Volume of letters per month?
  - What is the name and position of the key internal stakeholder for this service?
- What suppliers do you use for the following health information systems?
  - PAS (Patient Administration System) Advanced Health & Care
  - EPR (Electronic Patient Record) Advanced Health & Care
  - eDMS (Electronic Document Management System) Advanced Health&Care
- Do you use mobile devices? If yes, could you please answer the following questions:
  - What brand devices are used e.g. iOS (iPhone), Android, Windows or BYOD (bring your own device)? iOS and Android

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 me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for Fol Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance