

Information Governance

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Russia Lane
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Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

19 July 2022

Our reference: FOI DA4045

I am responding to your request for information received 21 December 2021 which you clarified on 21 December 2021, 13 June and 28 June 2022. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Chief Executive: Paul Calaminus
Interim Chair: Eileen Taylor

Request:

Do you use Digital Dictation? If yes, could you please answer the following questions:

Question 1. Name of the supplier & product:

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3862.pdf

Question 2. What procurement method (if any) was used to obtain this system, i.e. what framework?

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3862.pdf

Question 3. The contract start date:

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3862.pdf

Question 4. The contract end date:

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:



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Question 5. Total contract value:

Answer: £192,990.00.

Question 6. Is the product integrated with PAS or EPR?

Answer: No.

Question 7. What is the name, position and contact email/telephone number of the key internal stakeholder for this service?

Answer: James Slaven, Chief Technical Officer, james.slaven@nhs.net, 020 7655 4000

Question 8. What is the name, position and contact email/telephone number of the key procurement personnel for this service?

Answer: Thomas Morgan, Associate Director – Contracts and Procurement, thomas.morgan4@nhs.net 020 7655 4000

Question 9. Which departments in the trust are currently using digital dictation?

Answer: All departments across the Trust may use digital dictation.

Question 10. Outpatient or department secretarial/admin manager contact details?

Answer: The Trust has reviewed question 10 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-02/foi_da3718_-_appendix.pdf

Do you use Speech Recognition? If yes, could you please answer the following questions:

Question 11. Name of the supplier & product:

Answer: The Trust has reviewed question 11 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:



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https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3862.pdf

Question 12. What procurement method (if any) was used to obtain this system, i.e. what framework?

Answer: Shared Business Services (SBS) Framework.

Question 13. The contract start date:

Answer: The Trust has reviewed question 13 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3862.pdf

Question 14. The contract end date:

Answer: The Trust has reviewed question 14 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3862.pdf

Question 15. Total contract value:

Answer: £39,115.00.

Question 16. Is the product integrated with PAS or EPR:

Answer: No.

Question 17. What is the name, position and contact email/telephone number of the key internal stakeholder for this service?

Answer: James Slaven, Chief Technical Officer, james.slaven@nhs.net, 020 7655 4000

Question 18. What would you like to see in this product that is currently not being delivered?

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—



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*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

The Trust does not hold the information requested and it is therefore unable to disclose to you.

Do you use Outsourced Transcription? If yes, could you please answer the following questions:

Question 19. Name of the supplier:

Answer: The Trust has reviewed question 19 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/response_sent_-_foi_da3003.pdf

Question 20. What procurement method (if any) was used to obtain this system, i.e. what framework?

Answer: The Trust has reviewed question 20 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/response_sent_-_foi_da3003.pdf

Question 21. The contract start date:

Answer: The Trust has reviewed question 21 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/response_sent_-_foi_da3003.pdf

Question 22. Volume of letters per month:

Answer: The Trust has reviewed question 22 of your request for information under the Freedom of Information Act (FOI) 2000.



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Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/response_sent_-_foi_da3003.pdf

Question 23. Volume of letters (hard copies) sent out per month?

Answer: The Trust has reviewed question 23 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/response_sent_-_foi_da3003.pdf

Question 24. What is the name, position and contact email/telephone number of the key internal stakeholder for this service?

Answer: The Trust has reviewed question 24 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/response_sent_-_foi_da3003.pdf

Question 25. How much is being spent on outsourced transcription per annum?

Answer: The Trust has reviewed question 25 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/response_sent_-_foi_da3003.pdf



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Do you use Online Clinic / Video Consultation? If yes, could you please answer the following questions:

Question 26. Name of the supplier & product:

Answer: The Trust has reviewed question 26 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3686.pdf

Question 27. What procurement method (if any) was used to obtain this system, i.e. what framework?

Answer: The Trust has reviewed question 27 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3686.pdf

Question 28. The contract start date:

Answer: The Trust has reviewed question 28 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3686.pdf

Question 29. The contract end date:

Answer: The Trust has reviewed question 29 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1)Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:



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https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3686.pdf

Question 30. Total contract value:

Answer: The Trust has reviewed question 30 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3686.pdf

Question 31. Is the product integrated with PAS or EPR?

Answer: The Trust has reviewed question 31 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3686.pdf

Question 32. What is the name, position and contact email/telephone number of the key internal stakeholder for this service?

Answer: James Slaven, Chief Technical Officer, james.slaven@nhs.net, 020 7655 4000

Question 33. What would you like to see in this product that is currently not being delivered?

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and

(b) if that is the case, to have that information communicated to them.

The Trust does not hold the information requested and it is therefore unable to disclose to you.

Health Information Systems. What suppliers do you use for the following?

Question 34. PAS (Patient Administration System)

Answer: The Trust has reviewed question 34 of your request for information under the Freedom of Information Act (FOI) 2000.



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Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3911.pdf

Question 35. EPR (Electronic Patient Record)

Answer: The Trust has reviewed question 35 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3911.pdf

Question 36. eDMS (Electronic Document Management System)

Answer: The Trust has reviewed question 36 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3896.pdf

Question 37. RIS (Radiology Information System)

Answer: The Trust has reviewed question 37 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3821.pdf

Question 38. Outward mailing service provider

Answer: The Trust has reviewed question 38 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:



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(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3888_and_da4030.pdf



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