

Information Governance

The Green
1 Roger Dowley Court
Russia Lane
London
E2 9NJ

Email elft.foi@nhs.net

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

4 May 2023

Our reference: FOI DA4507

I am responding to your request for information received 19 December 2022. I am sincerely sorry for the delay in responding to your request. 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



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Terminology

1. **Digital Dictation** - Device or software used to record audio and share recordings digitally
2. **Speech Recognition Software** - Software used to automatically identify and translate spoken words into text. Used to complete tasks or transcribe documents
3. **Outsourced Transcription Services** - Use of a 3rd party to identify and transcribe spoken words into text

Information under FOI Request

Question 1. Do you use any digital dictation software within your trust?

Answer: Yes

If yes:

Question 1ai. Which provider do you use? (please provide supplier and system names)

Answer: Nuance Communications Ltd is the supplier. The Trust also uses Dragon Medical One and Winscribe cloud solutions.

Question 1aaii. How many users / licences do you currently have and what is your yearly spend?

Please split spend by fixed annual licence fee vs any volume-based usage fees if possible

Answer: Dragon Medical One – 303 registered users out of 350 licences.
Winscribe - 80 registered users

There is no yearly spend for Dragon Medical One or Winscribe.

Spend for Nuance Communication for the fiscal year April 2022 - March 2023 was £66,855.

Question 1aiii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?

Answer: For Dragon Medical One and Winscribe contract commenced 30/03/2020 and expires on 14/05/2023.

The previous supplier for Winscribe was Big Hand.

There was no previous supplier for Dragon Medical One.

If no:

- i. **Do you use any analogue solutions (eg. Dictaphone)?**
- ii. **What solutions do you use and who provides those?**
- iii. **What is your approximate yearly spend on these solutions?**

Answer: Not applicable.

Question 2. Do you use any speech recognition software within your trust?

Answer: Yes.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor

If yes:

Question 2ai. Which provider do you use? (please provide supplier and system names)

Answer: Please see the answer for question 1ai above.

Question 2aii. How many users / licences do you currently have and what is your yearly spend?

Please split spend by fixed annual licence fee vs any volume-based usage fees if possible

Answer: Please see the answer for question 2aii above.

Question 2aiii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?

Answer: Please see the answer for question 2aiii above.

Question 3. Do you use any outsourced transcription services within your trust?

Answer: No.

Question 3a. If yes:

- iv. Which provider do you use?
- v. How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?

Please split spend by fixed annual fee vs any volume-based usage fees is possible (eg. spend on lines per year)

- vi. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?

Answer: Not applicable

If no:

Question 3bi. Do you do transcription in-house?

Answer: Yes

Question 3bii. If so who does this? (ie. the clinician, admin staff, IT team etc.)

Answer: ELFT administrators



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Chair: Eileen Taylor