

Information Governance

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11 April 2024

Our reference: FOI DA5250

I am responding in relation to your email of 9 April 2024 regarding the Trust's response to your request dated, [insert date] This has been treated as a request under the Freedom of Information Act 2000.

Under Section 21 of the Freedom of Information Act, if information is readily available, an organisation is not required to provide the information again. However, sake of completeness 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,

Information Rights Coordinator

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
Wycliff 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.
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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Could you please confirm whether your organisation uses a digital dictation provider? If so, kindly specify the name of the provider.

Answer: Yes, the Trust's providers are Nuance (Dragon system) and BigHand.

Question 2: Could you confirm whether you employ a speech recognition system? If yes, please provide details about the provider.

Answer: Yes, the Trust's providers are Nuance (Dragon system) and BigHand.

Question 3: Does your organisation use an outsourced transcription provider? If so, kindly state the name of the provider.

Answer: No, all transcription is delivered in house using aforementioned dictation software.

Question 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.

Answer: Nuance – contract expiry date: 31 May 2024.

BigHand – contract expiry date: 28 February 2026.

We apologise for any confusion for including Dragon in our previous response. We are confirming that Dragon is a system provided by Nuance.



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