

FOI 077/2022 Response

1. Do you currently use digital dictation?

Yes

2. If yes, who is your provider for digital dictation

Big Hand

3. If no, what is your process for letter production?

N/A

4. What is the contract end date for your current digital dictation provider?

July 2026

5. Do you use outsourced transcription or speech recognition or both?

No

6. Who are your suppliers for each?

N/A

7. What is the contract end date for these suppliers?

N.A

8. What EPR and PAS system is used?

Access Group Rio

9. What is your current letter turnaround time target (from appointment to letter sent to the GP)?

Not known.

10. Are you compliant with this target?

Not known.

11. Do your teams suffer from letter backlogs due to capacity?

No

12. How many secretarial/admin staff are employed to support outpatient letter production?

The Trust is unable to provide a response to your query as we do not hold the information at the level of detail requested.

Obtaining the requested data will require a manual search that will exceed the threshold of carrying out this task.

The Trust therefore, rely on exemption Section 12 of the Freedom of Information Act 2000 to deny this aspect of your request.