

Date: Monday, 16th January 2023  
Our Ref: MB/CM FOI 5494

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**Re: Freedom of Information Request FOI 5494**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 19th December 2022.

Your request was as follows:

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

a.  If yes:

i.  Which provider do you use? (please provide supplier and system names)

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

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

iii.  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?

b.  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?

1. [The Walton Centre NHS Foundation Trust \(WCFT\) do use digital dictation software](#)

i. [Voice Technologies](#)

ii. [£22,102.80 \(Whole contract value\)](#)

1. [£22102.80, No volume based usage fees](#)

iii. [Contract start 01/08/2018 Expiry 01/02/2023](#)

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

a.  If yes:



i.  Which provider do you use? (please provide supplier and system names)

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

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

iii.  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?

## 2. The WCFT do use speech recognition software

i. Voice Technologies system - Dragon

ii. £7,455, Rolling subscription for multiple licenses renewed each year.

1. Total cost of licenses £7455

iii. Contract start 26/07/2020 Expiry 26/07/2023

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

a.  If yes:

i.  Which provider do you use?

ii.  How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?

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

iii.  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?

b.  If no:

i.  Do you do transcription in-house?

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

## 3. The WCFT do use outsourced transcription services

i. Prescribe

ii. Adhoc

1. For the financial year 21-22 the WCFT incurred expenditure of £58,217.63 relating to transcribing services.

iii. Adhoc no contract in place

Please see our response above in [blue](#).

### Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of

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If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 5494 in any future communications.**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**