

E-mail address: foi@uhcw.nhs.uk

Our ref: FOI – 5160

Date: 14th February 2019

By email only

Dear

We write further to your request for information under the Freedom of Information Act dated 17th January 2019. We have set out your request, together with our response below.

I am making a request under the Freedom of Information Act for the following information, and would be grateful if you could provide answers to the following questions:

- Do you use Digital Dictation? If yes, could you please answer the following questions:
 - Name of the supplier & product? **Voice Technologies**
 - What procurement method (if any) was used to obtain this system i.e. what framework? **Originally procured through Health Trust Europe Framework, renewed through Shared Business Services Framework**
 - The contract start date? **April 2011**
 - The contract end data? **April 2019**
 - The total contract value? **£16k pa**
 - What is the name and position of the key internal stakeholder for this service? **Hazel Tippins, Assistant Director of ICT**

- Do you use Speech Recognition? If yes, could you please answer the following questions: **No**
 - Name of the supplier & product?
 - What procurement method that was used to obtain this system i.e. what framework?
 - The contract start date?
 - The contract end data?
 - What is the name and position of the key internal stakeholder for this service?

- Do you use Outsourced Transcription? If yes, could you please answer the following questions:
 - Name of the supplier? **Dictate IT**
 - What procurement method (if any) was used to obtain this system i.e. what framework? **Originally procured through Health Trust Europe Framework, renewed through Shared Business Services Framework**
 - The contract start date? **April 2011**
 - Volume of letters per month? **25,000**
 - What is the name and position of the key internal stakeholder for this service? **Hazel Tippins, Assistant Director of ICT**

- What suppliers do you use for the following health information systems?
 - PAS (Patient Administration System) **DXC**
 - EPR (Electronic Patient Record) **Not applicable**
 - eDMS (Electronic Document Management System) **Not applicable**

- Do you use mobile devices? If yes, could you please answer the following questions:
 - What brand devices are used e.g. iOS (iPhone), Android, Windows or BYOD (bring your own device)? **iOS (iPhone), BYOD**

As we have provided the information that we do hold your request is now closed. We trust that this is satisfactory but if you are dissatisfied with the way that it has been handled 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: Geoff Stokes, Director of Corporate Affairs, UHCW, Clifford Bridge Road, Coventry CV2 2DX.

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

Yours sincerely

Andrea Phillips
FOI & Access to Health Records Manager