

Our Ref: NG/RM/24072
Date: 6th March 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 26th February 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

1. Could you please confirm whether your organisation uses a digital dictation provider? If so, kindly specify the name of the provider. **BigHand digital dictation**
2. Could you confirm whether you employ a speech recognition system? If yes, please provide details about the provider. **Dragon Professional 16**
3. Does your organisation use an outsourced transcription provider? If so, kindly state the name of the provider. **No**
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.

BigHand digital dictation, Annual Contract, expires Dec 24

Dragon Professional 16, no contract

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. 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: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. 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



Nicola Griffiths
Deputy Director of Governance