

Our Ref: NG/RM/24307
Date: 23rd September 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 27th August 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: **Digital Dictation**

- Do you use Digital Dictation? If yes, could you please answer the following questions:
 - Name of the supplier & product. **BigHand digital dictation**
 - How many user licences do you have. **150**
 - What procurement method (if any) was used to obtain this system, i.e. what framework. **Shared Business Services (SBS)**
 - The contract start date. **01/01/2024**
 - The contract expiry date. **31/12/2025**
 - Total contract value. **Circa £10k**
 - Is the product integrated with PAS or EPR. **No**
 - What is the name(s) and position(s) of the key internal stakeholder(s) for this service. **N/A**
 - What is the person(s) email and telephone number. **N/A**
 - What would you like to see in this product that is currently not being delivered. **N/A**

Outsourced Transcription

- Do you use Outsourced Transcription? **No**
- If yes, could you please answer the following questions:
- Name of the supplier:
 - What procurement method (if any) was used to obtain this system, i.e. what framework:
 - The contract start date:
 - Volume of letters per month:
 - Total contract value:
 - What is the name(s) and position(s) of the key internal stakeholder(s) for this service:
 - What is the person(s) email and telephone number:



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
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- What would you like to see in this product that is currently not being delivered:

Speech Recognition

- Do you use Speech Recognition? **Yes, primarily as a tool to aid individuals with specific needs.**

If yes, could you please answer the following questions:

- Name of the supplier & product. **Dragon Professional 16**
- How many user licences do you have? **25**
- What procurement method (if any) was used to obtain this system, i.e. what framework? **N/A**
- The contract start date. **N/A**
- The contract expiry date. **N/A**
- Total contract value. **N/A**
- Is the product integrated with PAS or EPR? **No**
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service? **N/A**
- What is the person(s) email and telephone number? **N/A**
- What would you like to see in this product that is currently not being delivered? **N/A**

Ambient AI Scribe

- Do you use AI-enabled Ambient Scribe? **No**

If yes, could you please answer the following questions:

- Name of the supplier & product.
- How many user licences do you have?
- What procurement method (if any) was used to obtain this system, i.e. what framework?
- The contract start date.
- The contract expiry date.
- Total contract value.
- Is the product integrated with PAS or EPR?
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- What is the person(s) email and telephone number?
- What would you like to see in this product that is currently not being delivered?

Video Consultation

- Do you use Video Consultation? **Yes**

If yes, could you please answer the following questions:

- Name of the supplier & product. **Induction Healthcare AttendAnywhere**
- How many user licences do you have? **Organisation Wide licence**
- What procurement method (if any) was used to obtain this system, i.e. what framework? **Health Trust Europe (THE)**
- The contract start date. **01/04/2024**
- The contract expiry date. **31/03/2025**

- Total contract value. **Circa £55k**
- Is the product integrated with PAS or EPR? **No**
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service? **Deputy Chief Information Officer**
- What is the person(s) email and telephone number?
Staff names and email addresses are exempt as they constitute personal data and would contravene the principles of the Data Protection Act 2018 (in accordance with qualified exemption S40 (2)(a) of the FOI Act).
- What would you like to see in this product that is currently not being delivered? **N/A**
- How many user licences do you have? **Organisation Wide licence**
- What % of virtual/ remote consultations are conducted using video vs telephone?

Health Information Systems

What supplier(s) do you use for the following?

- PAS (Patient Administration System) **Dedalus**
- EPR (Electronic Patient Record) **Dedalus**
- eDMS (Electronic Document Management System) **CCube**
- RIS (Radiology Information System) **N/A**
- LIMS (Laboratory Information Management System) **N/A**
- e-Correspondence (e.g. Docman) **Docman**
- Hybrid Mail (e.g. Synertec) **N/A**
- Patient Portal. **Dedalus**

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