

Our Ref: NG/RM/25052
Date: 3rd March 2025

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 3rd February 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

I am submitting this request under the Freedom of Information Act 2000 to obtain details regarding the total expenditure by your Trust on transcription services.

Specifically, I would like to request the following information for the last three financial years (or the most recent available period):

1. Total expenditure on outsourced transcription services (including third-party providers and digital dictation/ transcription software). **N/A**
2. Total expenditure on in-house/ on-premises medical secretaries whose primary role includes transcription and documentation.

If possible, a breakdown of costs by year and/ or service provider.

- **2022-23 £947k**
- **2023-24 £988k**
- **2024-25 to M11 £907k**

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