

Our Ref: NG/RM/25312
Date: 23rd September 2025

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

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 2nd September 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:

1. Digital Dictation

- Name of the supplier & product. **BigHand digital dictation**
- Number of user licences. **150**
- Procurement method (e.g., framework). **Shared Business Services (SBS)**
- Contract start date. **01/01/2024**
- Contract expiry date. **31/12/2026**
- Total contract value. **Circa £10k**
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return).
No
- Key internal stakeholder role/title. **N/A**
- Desired features not currently delivered (optional). **N/A**

2. Outsourced Transcription

- Name of supplier & product. **N/A**
- Procurement method (e.g., framework)
- Contract start date.
- Average monthly volume of letters (if available).
- Average monthly volume of lines (if available).
- Total contract value (if available).
- Key internal stakeholder role/title.
- Desired features not currently delivered (optional).

3. Speech Recognition

- Name of the supplier & product. **Dragon Professional 16**
- Number of user licences. **25**
- Procurement method (e.g., framework). **N/A**
- Contract start date. **N/A**
- Contract expiry date. **N/A**
- Total contract value. **N/A**
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return).
No
- Key internal stakeholder role/title. **N/A**
- Desired features not currently delivered (optional). **N/A**

4. Ambient AI Scribe

- Name of supplier & product. **N/A**
- Number of user licences.
- Procurement method (e.g., framework).
- Contract start date.
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract).
- Total contract value (if available).
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return).
- Pilot stage (if applicable, please specify supplier, pilot duration, and scope)
- Key internal stakeholder role/title.
- Desired features not currently delivered (optional).

5. Video Consultation

- Name of the supplier & product. **Induction Healthcare AttendAnywhere**
- Number of user licences. **Organisation Wide licence**
- Procurement method (e.g., framework). **Health Trust Europe (THE)** Contract start date. **01/04/2024**
- Contract expiry date. **31/03/2026**
- Total contract value. **Circa £55k**
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return).
No
- Key internal stakeholder role/title. **Deputy Chief Information Officer.**
- Desired features not currently delivered (optional). **N/A**
- Average number of video appointments per month/year.
 - **Per month - 1,670**
 - **Per year - 20,038**

***Information based on attended direct contacts with a consultation mechanism of video consultation for the period April 2023 to March 2025.**

- % of virtual/ remote consultations conducted using video vs telephone.
 - **23% Video Consultation**
 - **77% Telephone**

***Information based on attended direct contacts for the period April 2023 to March 2025.**

6. Health Information Systems

- 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, Healthcare Communications) **N/A**
- Patient Portal (e.g., Patient Knows Best). **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