



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2022/8549

Date Received: 19th December 2022

Response Due: 19<sup>th</sup> January 2023

Date: 17<sup>th</sup> January 2023

Dear Sir/Madam

You asked:

## Information under FOI Request

1. **Do you use any digital dictation software within your trust?** Yes

a. **If yes:**

i. **Which provider do you use? (Please provide supplier and system names)**

Supplier - BigHand System – AMS

ii. **How many users / licences do you currently have and what is your yearly spend?**

685 users / licenses

£242,522.00 (Contract) for the whole contract duration.

**Please split spend by fixed annual licence fee vs any volume-based usage fees if possible**

iii. **How long have you been with this provider?**

Since March 2022

iv. **What was the date of your most recent contract and when does this expire?**

Expiry date – March 2027

v. **Who was your previous provider?** N/A

a. **If no:** N/A

- i. Do you use any analogue solutions (eg. Dictaphone)?
- ii. What solutions do you use and who provides those?
- iii. What is your approximate yearly spend on these solutions?

2. Do you use any speech recognition software within your trust? Yes

a. If yes:

- i. Which provider do you use? (please provide supplier and system names)

Supplier - BigHand System – Nuance – Dragon Medical Speech Recognition

- ii. How many users / licences do you currently have and what is your yearly spend?

685 users / licenses

£242,522.00 (Included in digital dictation contract) for the whole contract duration

**Please split spend by fixed annual licence fee vs any volume-based usage fees if possible**

- iii. How long have you been with this provider?

Contract start date – March 2022

- iv. What was the date of your most recent contract and when does this expire?

Contract expiry date – March 2027

- v. Who was your previous provider? N/A

3. Do you use any outsourced transcription services within your trust? Yes

a. If yes:

- i. Which provider do you use?

Dict8 Ltd

- ii. How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?

685 users / licenses

Please note that not all use Dict8 – Dict8 is accessed by secretaries through Big Hand.

For the financial year 2021/22 £104,379.84

We do not have a breakdown of usage.

**Please split spend by fixed annual fee vs any volume-based usage fees is possible (eg. spend on lines per year)**

- iii. How long have you been with this provider?

Please see response below.

**iv. What was the date of your most recent contract and when does this expire?**

Contract start date – May 2022 Contract expiry date – April 2023 (with extension options)

**v. Who was your previous provider? N/A**

**a. If no: N/A**

**i. Do you do transcription in-house?**

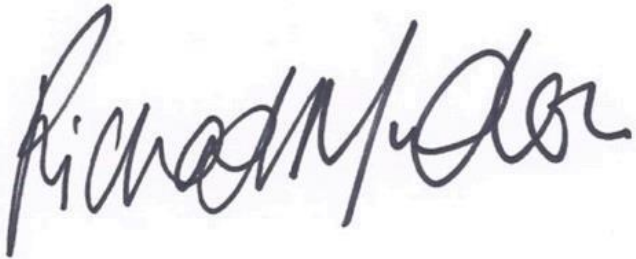
**ii. If so who does this? (ie. the clinician, admin staff, IT team etc.)**

**Terminology**

- 1. Digital Dictation - Device or software used to record audio and share recordings digitally**
- 2. Speech Recognition Software - Software used to automatically identify and translate spoken words into text. Used to complete tasks or transcribe documents**
- 3. Outsourced Transcription Services - Use of a 3rd party to identify and transcribe spoken words into text**

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Richard Mundon  
Director of Strategy and Planning

**PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111