



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2024/10401

Date Received: 7<sup>th</sup> January 2025

Response Due: 4<sup>th</sup> February 2025

Date: 27<sup>th</sup> January 2025

Dear Sir/Madam

With reference to your request for information received on 7<sup>th</sup> January 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

## **Please may I submit a FOI request**

### **1. Has your Trust implemented a Digital Dictation platform?**

Yes.

### **2. Which technology supplier(s) have you used to provide Digital Dictation solutions?**

Bighand Digital Dictation.

### **3. Could you confirm what framework you have used to procure this and when does the contract(s) expire?**

Framework: SBS Framework.

Contract expiry: 16/03/2027.

### **4. Please can you confirm the annual spend on your Digital Dictation platforms?**

2024 annual spend was £52,634.96. This includes maintenance costs.

### **5. Could you confirm how you are intending to procure a Digital Dictation solution going forward?**

Not applicable as we are currently contracted, however when this contract expires it would be via the usual procurement process.

### **6. Who at your Trust is responsible for Digital Dictation and the selection and implementation of platforms across the Trust? Could you please provide their email and contact details**

Martyn Smith, Associate Director of Digital.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

**7. Has your Trust implemented a Speech Recognition platform?**

This is currently being piloted.

**8. Which technology supplier(s) have you used to provide a Speech Recognition Platform?**

Nuance – Dragon Medical One.

**9. Could you confirm what framework you have used to procure this and when does the contract(s) expire?**

Framework: SBS Framework.

Contract expiry: 16/03/2027.

**10. Please can you confirm the annual spend on your Speech Recognition platforms?**

The annual spend for the Speech Recognition platform is included in the Bighand contract (question 4).

**11. Could you confirm how you are intending to procure a Speech Recognition solution going forward?**

It would be dependant on the evaluation of the pilot.

**12. Who at your Trust is responsible for Speech Recognition platforms and the selection and implementation of platforms across the Trust? Could you please provide their email and contact details.**

Martyn Smith, Associate Director of Digital.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

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 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner  
Chief Finance Officer

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