



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

Buckingham Row

Brick Kiln Lane

Wigan

WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2023/8792

Date Received: 30th March 2023

Response Due: 2nd May 2023

Date: 2nd May 2023

Dear Sir/Madam

You asked:

Outsourced Transcription

- 1. Your outsourced transcription is provided by Dictate IT /Dict8. How many letters or documents are currently outsourced (Monthly/Annually) in total?**

The Trust does not record this information.

- 2. Currently how many Medical typists does the trust occupy?**

Band 3 Typists - 34.93 WTE

- 3. What is the total number of Medical secretaries in the trust?**

Band 4 medical secretaries – 88.16 WTE

- 4. There is a considerable amount of typing outsourced by the trust to Dictate IT/ Dict8 and maybe other suppliers, could you please fill in the information above so it can be better understood how much transcription is done inhouse vs outsourced by the trust. The table is only for the number of lines transcribed via outsourced transcription.**

Please find table attached. Pence per line has not been provided please find exemption below.

- 5. Who is the procurement/digital personnel that deals with the outsourced transcription contract? (Name, Email and contact number)**

Jenny Wheeler

Healthcare Operations Manager

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

Section 43(2) - Commercial interests.

(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

Section 43(2) is a qualified exemption and subject to the prejudice test and the public interest test.

Under the prejudice test we have to consider if disclosure of this information would, or would be likely to, prejudice our commercial interests or the commercial interests of a third party.

Consideration is also given to the harm disclosing this information would be likely to cause, combined with other information already in the public domain (mosaic effect) or possibly released at a future date (precedent effect). The public interest test considers and balances the public interest in disclosing this information against the public interest in not disclosing this information and uses this assessment to decide whether there is sufficient justification in withholding this information under this exemption.

Information disclosed under the FOIA is considered to be public information, and while there is a presumption towards disclosure, consideration needs to be given as to who will have access to this information beyond the requestor and the purposes for which they could use the information.

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,



Hazel Hendriksen
Divisional Director of Operations for Specialist Services

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