



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/2023/8808

Date Received: 6th April 2023

Response Due: 10th May 2023

Date: 3rd May 2023

Dear Sir/Madam

You asked:

Digital Dictation

• Do you use Digital Dictation?

Yes

If yes, could you please answer the following questions:

○ Name of the supplier & product:

Big Hand

○ What procurement method (if any) was used to obtain this system i.e. what framework:

SBS Framework

○ The contract start date:

17th March 2022

○ The contract expiry date:

16th March 2027

○ **Total contract value:**

Total is approx. £363k including maintenance.

○ **Is the product integrated with PAS or EPR:**

Yes

○ **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Jenny Wheeler
Health care Operations Manager

○ **What is the person(s) email and telephone number:**

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.

○ **What would you like to see in this product that is currently not being delivered:**

We are not required to create new information to respond to a request or give judgement or opinion that is not already recorded. Furthermore, the Trust is not required to create new information or find answers to a question from staff that may happen to know. The Information Commissioner has confirmed this position in its online guidance on handling FOI requests.

Speech Recognition

● **Do you use Speech Recognition? If yes, could you please answer the following questions:**

No

○ **Name of the supplier & product:**

N/A

○ **What procurement method (if any) was used to obtain this system i.e. what framework:**

N/A

○ **The contract start date:**

N/A

○ **The contract expiry date:**

N/A

- **Total contract value:**

N/A

- **Is the product integrated with PAS or EPR:**

N/A

- **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

N/A

- **What is the person(s) email and telephone number:**

N/A

- **What would you like to see in this product that is currently not being delivered:**

N/A

Outsourced Transcription

- **Do you use Outsourced Transcription? If yes, could you please answer the following questions:**

Yes

- **Name of the supplier:**

Dict8

- **What procurement method (if any) was used to obtain this system i.e. what framework:**

SBS

- **The contract start date:**

1/9/22

- **Volume of letters per month:**

N/A

- **Total contract value:**

£89,000

- **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Jenny Wheeler
Healthcare Operations Manager

○ **What is the person(s) email and telephone number:**

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.

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Video Consultation

● **Do you use Video Consultation? If yes, could you please answer the following questions:**

Yes

○ **Name of the supplier & product:**

Attend Anywhere

○ **What procurement method (if any) was used to obtain this system i.e. what framework:**

London Procurement Partnership

○ **The contract start date:**

1st April 2022

○ **The contract expiry date:**

31st March 2024

○ **Total contract value:**

£106,930 + VAT

○ **Is the product integrated with PAS or EPR:**

PAS

- **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Clinical Systems Manager

It is not Trust policy to release details of non-patient facing members of staff below AfC band 8a.

- **What is the person(s) email and telephone number:**

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.

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Health Information Systems

What supplier(s) do you use for the following?

- **PAS (Patient Administration System)**

Dedalus

- **EPR (Electronic Patient Record)**

SCM – Supplier Altera

- **eDMS (Electronic Document Management System)**

Onbase – Supplier Hylands

- **RIS (Radiology Information System)**

Wellbeing Software

- **LIMS (Laboratory Information Management System)**

Telepath – Supplier Dedalus

- **e-Correspondence (e.g. Docman))Hybrid Mail (e.g. Synertec)**

EDT Hub – Supplier Advance

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,

A handwritten signature in blue ink, appearing to read 'T. Gardner', is shown on a light-colored background.

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