

FOI 029

Response from Luton and Dunstable University Hospital only

1. Please can you confirm if you tender for transcription software or professional services?

We have an annual contract with BigHand – so we don't technically tender for services

2. Please can you provide that total amount spent by your trust on dictation software, dictation hardware, online/cloud dictation services and professional dictation services?

It is not possible to separately identify the costs for dictation software/ hardware/ other services as these are not on a unique account code and so answering this would require review of 20,000+ invoices.

3. Please, what process do you use to tender for transcription software or professional services?

Via Procurement, when we tender

4. Please, when will you re-tender for transcription software or professional services?

Contract is re-negotiated each year

5. Please, can you provide the amount you have spent on transcription software in the last four 12 month periods?

It is not possible to separately identify the costs for transcription software/ hardware/ other services as these are not on a unique account code and so answering this would require review of 20,000+ invoices.

Kind Regards

FOI Team

