07/06/2022

Dear Requester,

FOI 1081

Thank you for your Freedom of Information request which was received within the Trust. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

Digital Dictation

Do you use Digital Dictation?

If <u>yes</u>, could you please answer the following questions?

- o Name of the supplier & product: BigHand / BigHand
- o What procurement method (if any) was used to obtain this system i.e. what framework? SBS Framework
- o The contract start date: 01/01/2020
- o The contract end date: 31/12/2022
- o Total contract value: Annual Maintenance & Support Renewal at Luton Period: 01/ 01/2021 to 01/12/2025 - £212,638.40. Annual Maintenance & Support Renewal at Bedford Period: 01/01/2022 to 31/12/2022 - £25,507.59
- o Is the product integrated with PAS or EPR? Yes
- o What is the name, position and contact email/telephone number of the key internal stakeholder for this service? Section 40 (Personal Information)
- o What is the name, position and contact email/telephone number of the key procurement personnel for this service? Section 40 (Personal Information)
- o Which departments in the trust are currently using digital dictation? All departments
- o Outpatient or department secretarial/admin manager contact details? Section 40 (Personal Information)

Speech Recognition

Do you use Speech Recognition?

If <u>yes</u>, could you please answer the following questions?

- o Name of the supplier & product: Nuance Dragon Voice Recognition
- o What procurement method (if any) was used to obtain this system i.e. what framework? None, Dragon is supplied as part of our HSS RIS contract
- o The contract start date: There is no contract for Dragon only for the RIS system
- o The contract end date: As above
- o Total contract value: No contract for the dragon software.

- o Is the product integrated with PAS or EPR: Only integrated with HSS RIS
- o What is the name, position and contact email/telephone number of the key internal stakeholder for this service? Section 40 (Personal Information)
- o What would you like to see in this product that is currently not being delivered? Cloud based user profiles

Outsourced Transcription

Do you use Outsourced Transcription? No

If <u>yes</u>, could you please answer the following questions?

- o Name of the supplier:
- o What procurement method (if any) was used to obtain this system i.e. what framework?
- o The contract start date:
- o Volume of letters per month:
- o Volume of letters (hard copies) sent out per month?
- o What is the name, position and contact email/telephone number of the key internal stakeholder for this service:
- o How much is being spent on outsourced transcription per annum?

Online Clinic / Video Consultation

Do you use Online Clinic / Video Consultation?

If <u>yes</u>, could you please answer the following questions:

- o Name of the supplier & product: Induction Healthcare (Attend Anywhere)
- o What procurement method (if any) was used to obtain this system i.e. what framework? Procured regionally for East of England through NHSE/I
- o The contract start date: April 2021
- o The contract end date: March 2022
- o Total contract value: N/A, funded through NHSE/I
- o Is the product integrated with PAS or EPR? No
- o What is the name, position and contact email/telephone number of the key internal stakeholder for this service? Section 40 (Personal Information)
- o What would you like to see in this product that is currently not being delivered? N/A

Health Information Systems

What suppliers do you use for the following?

- o PAS (Patient Administration System) - Dedalus (DXC)
- o EPR (Electronic Patient Record) - Nervecentre
- o eDMS (Electronic Document Management System) – Evolve, Kainos and IMMJ
- o RIS (Radiology Information System) - Wellbeing
- o Outward mailing service provider - Synertec

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust