

Request for information under the Freedom of Information Act – 2022.274
Released – 22 December 2022

Thank you for your email received 19 December 2022 requesting information regarding software.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

1. Do you use any digital dictation software within your trust?

a. If yes:

i. Which provider do you use? (please provide supplier and system names)

Hands Free Computing, Dragon

ii. How many users / licences do you currently have and what is your yearly spend? Please split spend by fixed annual licence fee vs any volume-based usage fees if possible

Individual licences can be applied for by individual departments across the Trust so this information is not recorded centrally

i. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?

Not relevant as individual licences

b. If no:

i. Do you use any analogue solutions (eg. Dictaphone)? N/A

ii. What solutions do you use and who provides those? N/A

iii. What is your approximate yearly spend on these solutions? N/A

2. Do you use any speech recognition software within your trust?

a. If yes:

i. Which provider do you use? (please provide supplier and system names)

Hands Free Computing, Nuance Dragon

ii. How many users / licences do you currently have and what is your yearly spend?

1. Please split spend by fixed annual licence fee vs any volume-based usage fees if possible

Individual licences can be applied for by individual departments across the Trust so this information is not recorded centrally; therefore we are not able to provide

iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?

Not relevant as individual licences

3. Do you use any outsourced transcription services within your trust? No

a. If yes:

i. Which provider do you use?

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

- ii. How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?**
 - 1. Please split spend by fixed annual fee vs any volume-based usage fees is possible (eg. spend on lines per year)**
- iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?**
 - b. If no:**
 - i. Do you do transcription in-house? No**
 - ii. If so who does this? (ie. the clinician, admin staff, IT team etc.) N/A**

Terminology

- 1. Digital Dictation - Device or software used to record audio and share recordings digitally**
- 2. Speech Recognition Software - Software used to automatically identify and translate spoken words into text. Used to complete tasks or transcribe documents**