

Reference Number: FOI202223/114
From: Private Individual
Date: 29 June 2022
Subject: Contracts and suppliers for digital dictation, EPR and PAS and turnaround targets for correspondence

Q1 Do you currently use digital dictation?
a. If yes, who is your provider for digital dictation?
b. If no, what is your process for letter production?

A1 Yes
a. G2
b. Not applicable, as per A1

Q2 What is the contract end date for your current digital dictation provider?

A2 March 2023

Q3 Do you use outsourced transcription or speech recognition or both?

A3 No, we no longer use outsources transcription or speech recognition

Q4 Who are your suppliers for each?

A4 Information not held – Not applicable as per A3

Q5 What is the contract end date for these suppliers?

A5 Information not held – Not applicable as per A3

Q6 What EPR and PAS system is used?

A6 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2021 Disclosure Log, please see FOI Request Ref: 352 and 362

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

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Q7 What is your current letter turnaround time target (from appointment to letter sent to the GP)?

A7 Seven days

Q8 Are you compliant with this target?

- A8 No, there is currently a backlog that is being address causing turnaround times to be closer to 14 days
- Q9 Do your teams suffer from letter backlogs due to capacity?
- A9 Yes
- Q10 How many secretarial/admin staff are employed to support outpatient letter production?
- A10 47 Personal Assistants and three Support Secretaries