

Reference Number: FOI202223/348
From: Commercial
Date: 19 December 2022
Subject: Details of digital dictation, speech recognition software, outsourcing of transcription services

- Q1** 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)
 - ii. How many users / licences do you currently have and what is your yearly spend?
 - iii. Please split spend by fixed annual licence fee vs any volume-based usage fees if possible
 - iv. 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 use any analogue solutions (eg. Dictaphone)?
 - ii. What solutions do you use and who provides those?
 - iii. What is your approximate yearly spend on these solutions?

- A1**
- a. Yes
- i. G2 Speech Report & G2 Analytics
 - ii. 309 Digital Dictation Licenses. Annual spend - £88,800
 - iii. Information exempt under Section 43 - Due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique pricing likely to be requested for disclosure would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.
 - iv. 15 years, expires 2023
- b. Not applicable as per A1a

- Q2** 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)
 - ii. How many users / licences do you currently have and what is your yearly spend?
 - iii. Please split spend by fixed annual licence fee vs any volume-based usage fees if possible
 - iv. 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?

- A2**
- a. Yes
- i. G2 Speech
 - ii. 1 User licence (this was following a trial. However, we have not as yet adopted full VR). Annual spend - £37,500
 - iii. Information exempt under Section 43 - Due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique pricing likely to be requested for disclosure would allow other

competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.

iv. 15 years, expires 2023

Q3 Do you use any outsourced transcription services within your trust?

a. If yes:

- i. Which provider do you use?
- ii. How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?
- iii. Please split spend by fixed annual fee vs any volume-based usage fees is possible (eg. spend on lines per year)
- iv. 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?
- ii. If so who does this? (ie. the clinician, admin staff, IT team etc.)

A3

a. Yes

- i. Option to utilise via G2 contract
- ii. 458 users.
Annual spend - £21530.
Information not held – volume usage is not routinely collated or held centrally as part of its management or performance data.
- iii. Information exempt under Section 43 - Due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique pricing likely to be requested for disclosure would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current suppliers.
- iv. As per A1a iv

b. Not applicable as per A3a