



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

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Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 16 October 2020

**Re: Freedom of Information Request**  
**Ref: 208-2020**

Thank you for your email dated the 18<sup>th</sup> September, requesting information in relation to digital dictation system.

The information that you require is as follows:

**We have the following information about your trust's digital dictation system status.**

**System type - Digital**  
**Supplier name - BigHand**  
**System name - BigHand**  
**Date installed - 2017-01-01**  
**Contract expiration - 2020-12-31**

**Can you confirm if the digital dictation information above is still correct? If applicable, what is the current contract expiration date with your supplier?**

**Yes, we can confirm that the above information is still correct.**

**If there has been a system replacement, or a new system implementation, please can you let us know the new supplier and system name? Also, when was the new system installed and when will the current contract expire?**

**Not Applicable – Please see above.**

**If applicable,**

- **can you let us know who supplies your digital dictation hardware devices?**

**Our current supplier is Vodafone.**

- **how many digital dictation devices does your trust have?**

**We currently have 242 digital dictation devices within our Trust.**

- **When was the procurement date of the digital dictation devices?**

**These devices were not procured in one transaction, the roll out of Digital Dictation was gradual, we therefore procured the handsets as and when they were required.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.