



**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: 21 July 2021

**Re: Freedom of Information Request**  
**Ref: 185-2021**

Thank you for your email dated the 23<sup>rd</sup> June 2021, requesting information in relation to Digital Dictation and Voice Recognition Systems.

The information that you require is as follows:

**Can you please complete the fields below with what you currently hold?**

**System type can also be 'No System Installed' if your trust does not use the system:**

**System type - Digital dictation**

**Supplier name – BigHand Ltd.**

**System name – BigHand**

**Date installed – 01/01/2014**

**Contract expiration – 31/12/2021**

**Notes – We renew this contract on an annual basis**

**System type - Voice Recognition**

**Supplier name - BigHand Ltd. + M\*Modal**

**System name - Fluency**

**Date installed – 01/09/2018**

## **Contract expiration – 31/12/2021**

### **Notes –**

#### **If applicable,**

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

- **Vodafone/Samsung for Digital Dictation (DD)**
- **BigHand/Olympus for Voice Recognition (VR)**

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

- **DD – 100+**
- **VR - 51**

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

**All DD and VR devices were purchased at time of implementation and we renew/replace devices as and when 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.