

Date: 20 January 2022

Re: Freedom of Information Request
Ref: 379-2021

Thank you for your email dated the 21/12/21, requesting information in relation to software.

The information that you require is as follows:

Digital Dictation

- Do you use Digital Dictation? If yes, could you please answer the following questions:
 - Name of the supplier & product: **Bighand Ltd, Bighand v4.66.1**
 - What procurement method (if any) was used to obtain this system i.e. what framework: **n/a**
 - The contract start date: **01/01/2014**
 - The contract end date: **31/12/2022**
 - Total contract value: **Approx. £43k p.a. (includes Speech Rec annual cost**
 - Is the product integrated with PAS or EPR: **Yes partly integrated to EPR**
 - What is the name and position of the key internal stakeholder for this service:
James Crowther – Head of IT Operations
 - What is the name, position and contact email/telephone number of the key procurement personnel for this service: **James Crowther – Head of IT Operations**
 - Which departments in the trust are currently using digital dictation? **Medical Records and Medical Staffing**
 - Outpatient or department secretarial/admin manager contact details?
Lynne Benson – Admin Services Manager

Speech Recognition

- Do you use Speech Recognition? If yes, could you please answer the following questions:
 - Name of the supplier & product: **Bigband Ltd, M*Modal Fluency v10.0.531.1608**
 - What procurement method (if any) was used to obtain this system i.e. what framework: **n/a**
 - The contract start date: **26/06/2018**
 - The contract end date: **31/12/2022**
 - Total contract value: **Included in DD Costs**
 - Is the product integrated with PAS or EPR: **Yes integrated with Meditech EPR**
 - What is the name and position of the key internal stakeholder for this service: **James Crowther – Head of IT Operations**
 - What would you like to see in this product that is currently not being delivered: **n/a**

Outsourced Transcription

- Do you use Outsourced Transcription? - **No** - If yes, could you please answer the following questions:
 - Name of the supplier: **n/a**
 - What procurement method (if any) was used to obtain this system i.e. what framework: **n/a**
 - The contract start date: **n/a**
 - Volume of letters per month: **n/a**
 - What is the name and position of the key internal stakeholder for this service: **n/a**

Online Clinic / Video Consultation

- Do you use Online Clinic / Video Consultation? If yes, could you please answer the following questions: **Yes**
 - Name of the supplier & product: **NHS England, Attend Anywhere**
 - What procurement method (if any) was used to obtain this system i.e. what framework: **n/a National System driven by NHSE**
 - The contract start date: **n/a**
 - The contract end date: **n/a**
 - Total contract value: **No Costs associated with this deployment**
 - Is the product integrated with PAS or EPR: **No**
 - What is the name and position of the key internal stakeholder for this service: **Mark Evans – Digital Systems Project Manager**

- What would you like to see in this product that is currently not being delivered: **n/a**

Health Information Systems

What suppliers do you use for the following?

- PAS (Patient Administration System) **Meditech UK**
- EPR (Electronic Patient Record) **Meditech UK**
- eDMS (Electronic Document Management System) **Kainos Ltd**
- RIS (Radiology Information System) **Wellbeing Software Ltd**
- Outward mailing service provider **n/a**

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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,

Margaret Moore

Information Governance Administrator
Contact Email: ccf-tr.foi@nhs.net