



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 11 July 2022

Re: Freedom of Information Request
Ref: 222-2022

Thank you for your email dated the 29/06/2022, requesting information in relation to digital dictation, transcription, EPR/PAS.

The information you require is as follows:

Do you currently use digital dictation? Yes

If yes, who is your provider for digital dictation? Big Hand

If no, what is your process for letter production?

What is the contract end date for your current digital dictation provider?
This information can be found at [Date \(clatterbridgecc.nhs.uk\)](http://Date(clatterbridgecc.nhs.uk))

Do you use outsourced transcription NO or speech recognition YES or both?

Who are your suppliers for each? This information can be found at [Date \(clatterbridgecc.nhs.uk\)](http://Date(clatterbridgecc.nhs.uk))

What is the contract end date for these suppliers? This information can be found at [Date \(clatterbridgecc.nhs.uk\)](http://Date(clatterbridgecc.nhs.uk))

What EPR and PAS system is used? [The Clatterbridge Cancer Centre :: Common FOI Queries \(clatterbridgecc.nhs.uk\)](http://The Clatterbridge Cancer Centre :: Common FOI Queries (clatterbridgecc.nhs.uk))

What is your current letter turnaround time target (from appointment to letter sent to the GP)? Our KPI is 5 working days from the date of dictation

Are you compliant with this target? Not currently due to recent staff sickness and while we recruit to some vacancies

Do your teams suffer from letter backlogs due to capacity? We have a temporary backlog due to recent vacancies and staff sickness

How many secretarial/admin staff are employed to support outpatient letter production? 1 clerk, 20 support secretaries who type only (not all full time), 43 medical secretaries (again not all full time) who do some typing.

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,

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