

Date: 22<sup>nd</sup> November 2017

**Re: Freedom of Information Request**  
**Ref: 191-2017**

Thank you for your email dated 27th October 2017 requesting information regarding digital dictation and voice recognition.

The information that you require is as follows:

**Do you use Digital dictation within your organization? If yes please could you answer the following questions?**

1. The name of the Digital dictation solution you use?

**Bighand**

2. The name of the supplier of this system?

**Bighand**

3. The procurement method that was used to obtain this system i.e. what framework?

**N/A**

4. The current contract status and procurement intentions, are you in procurement or have you already procured?

**Contract renewed**

5. Your current contract start date?

**01/01/2017**

6. Your current end data?

31/12/2017

7. Are you looking to renew this system?

Possibly

8. The total contract Value?

£19,946

9. Do you have mobile access to this system yes or no?

Yes

Do you use Voice recognition within your organization? If yes please could you answer the following questions?

No

1. The name of the Voice recognition solution you use?

N/A

2. The name of the supplier of this system?

N/A

3. The procurement method that was used to obtain this system i.e. what framework?

N/A

4. The current contract status and procurement intentions, are you in procurement or have you already procured?

N/A

5. Your current contract start date?

N/A

6. **Your current end data?**

N/A

7. **Are you looking to renew this system?**

N/A

8. **The total contract Value?**

N/A

9. **Do you have mobile access to this system yes or no?**

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>**