

Date: 12 February 2019

Re: Freedom of Information Request
Ref: 19- 2019

Thank you for your email dated 17th January 2019 requesting information regarding software.

The information that you require is as follows:

- **Do you use Digital Dictation? If yes, could you please answer the following questions:**
 - **Name of the supplier & product? Bighand for Healthcare**
 - **What procurement method (if any) was used to obtain this system i.e. what framework? Framework not used. 3 suppliers contacted and prices obtained.**
 - **The contract start date? 01/04/2014**
 - **The contract end data? Rolling contract**
 - **The total contract value? £23,247.30**
 - **What is the name and position of the key internal stakeholder for this service? Sue Fox – Head of Admin Services**

- Do you use Speech Recognition? If yes, could you please answer the following questions:
 - Name of the supplier & product? ? **Bighand Supplier, MModal product**
 - What procurement method that was used to obtain this system i.e. what framework? **NHS Shared Business Services Framework**
 - The contract start date? **1/9/18**
 - The contract end data? **12 months after the commencement date (Initial Term) + 3 optional 12 months renewal**
 - What is the name and position of the key internal stakeholder for this service? **Sue Fox, Head of Administrative Services**

- Do you use Outsourced Transcription? If yes, could you please answer the following questions: **No**
 - 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**

- **What suppliers do you use for the following health information systems?**
 - **PAS (Patient Administration System) Meditech**
 - **EPR (Electronic Patient Record) Meditech**
 - **eDMS (Electronic Document Management System) Kainos Evolve**

- **Do you use mobile devices? If yes, could you please answer the following questions:**
 - **What brand devices are used e.g. iOS (iPhone), Android, Windows or BYOD (bring your own device) Sony Android phones, Apple iPad's**

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>