

Date: 6 March 2019

**Re: Freedom of Information Request**  
**Ref: 49- 2019**

Thank you for your email dated 15th February 2019 requesting information regarding digital dictation & transcription.

The information that you require is as follows:

1. **Does your Trust use digital dictation? If yes please could you answer the following:**

- **Name of solution**

**Bighand Digital Dictation**

- **Name of supplier**

**Bighand for Healthcare**

- **Date installed**

**01/04/2014**

- **Which departments currently use digital dictation?**

**Consultant Workforce, some Nurse led clinics**

- **Are you planning to replace current digital dictation solution?**

**No**

- **What are the timescales for replacement?**

**N/A**

2. **Does your Trust have an in-house transcription service / typing pool?**

**Yes**

3. **Does the Trust outsource transcription services? If you do, please could you tell me when your current contract is due to be reviewed?**

**N/A**

4. **The name, job title of the person responsible within the Trust for clinical work flow?**

**IT Application Analysts in conjunction with several members of Admin Services.**

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>**