![NHS The Dudley Group NHS Foundation Trust]

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-082024-0001080

Date: 18/09/2024

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

Digital Dictation

- Do you use Digital Dictation? If yes, could you please answer the following questions:
  - Name of the supplier & product?
  - How many user licences do you have?
  - What procurement method (if any) was used to obtain this system, i.e. what framework?
  - The contract start date?
  - The contract expiry date?
  - Total contract value?
  - Is the product integrated with PAS or EPR?
  - What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
  - What is the person(s) email and telephone number?
  - What would you like to see in this product that is currently not being delivered?

Outsourced Transcription

- Do you use Outsourced Transcription? If yes, could you please answer the following questions:
  - Name of the supplier:
  - What procurement method (if any) was used to obtain this system, i.e. what framework:
  - The contract start date:
  - Volume of letters per month:
  - Total contract value:
  - What is the name(s) and position(s) of the key internal stakeholder(s) for this service:
  - What is the person(s) email and telephone number:
  - What would you like to see in this product that is currently not being delivered:

Speech Recognition

- Do you use Speech Recognition? If yes, could you please answer the following questions:
  - Name of the supplier & product?
  - How many user licences do you have?
  - What procurement method (if any) was used to obtain this system, i.e. what framework?
  - The contract start date?
  - The contract expiry date?
  - Total contract value?
  - Is the product integrated with PAS or EPR?
  - What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
  - What is the person(s) email and telephone number?

○   What would you like to see in this product that is currently not being delivered?

Ambient AI Scribe
- Do you use AI-enabled Ambient Scribe? If <u>yes</u>, could you please answer the following questions:
- ○ Name of the supplier & product?
- ○ How many user licences do you have?
- ○ What procurement method (if any) was used to obtain this system, i.e. what framework?
- ○ The contract start date?
- ○ The contract expiry date?
- ○ Total contract value?
- ○ Is the product integrated with PAS or EPR?
- ○ What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- ○ What is the person(s) email and telephone number?
- ○ What would you like to see in this product that is currently not being delivered?

Video Consultation

- Do you use Video Consultation? If <u>yes</u>, could you please answer the following questions:
- ○ Name of the supplier & product?
- ○ How many user licences do you have?
- ○ What procurement method (if any) was used to obtain this system, i.e. what framework?
- ○ The contract start date?
- ○ The contract expiry date?
- ○ Total contract value?
- ○ Is the product integrated with PAS or EPR?
- ○ What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- ○ What is the person(s) email and telephone number?
- ○ What would you like to see in this product that is currently not being delivered?
- ○ How many user licences do you have?
- ○ What % of virtual/remote consultations are conducted using video vs telephone?

Health Information Systems

What supplier(s) do you use for the following?

- PAS (Patient Administration System)
- EPR (Electronic Patient Record)
- eDMS (Electronic Document Management System)
- RIS (Radiology Information System)
- LIMS (Laboratory Information Management System)
- e-Correspondence (e.g. Docman)
- Hybrid Mail (e.g. Synertec)
- Patient Portal

Response

Digital Dictation

- Do you use Digital Dictation? If <u>yes</u>, could you please answer the following questions:
  ○ Name of the supplier & product? – **BigHand**
  ○ How many user licences do you have? **1500**
  ○ What procurement method (if any) was used to obtain this system, i.e. what framework? **SBS**
  ○ The contract start date? **01/01/2022**
  ○ The contract expiry date? **31/12/2025**
  ○ Total contract value? **£171k**
  ○ Is the product integrated with PAS or EPR? **Yes**
  ○ What is the name(s) and position(s) of the key internal stakeholder(s) for this service? **IT Department**
  ○ What is the person(s) email and telephone number? dgft.terafirmaservicedesk@nhs.net
  ○ What would you like to see in this product that is currently not being delivered? **N/A**

Outsourced Transcription

- Do you use Outsourced Transcription? If <u>yes</u>, could you please answer the following questions: **No**
  ○ Name of the supplier:
  ○ What procurement method (if any) was used to obtain this system, i.e. what framework:
  ○ The contract start date:
  ○ Volume of letters per month:
  ○ Total contract value:
  ○ What is the name(s) and position(s) of the key internal stakeholder(s) for this service:
  ○ What is the person(s) email and telephone number:
  ○ What would you like to see in this product that is currently not being delivered:

Speech Recognition

- Do you use Speech Recognition? If <u>yes</u>, could you please answer the following questions: **No**
  ○ Name of the supplier & product?
  ○ How many user licences do you have?
  ○ What procurement method (if any) was used to obtain this system, i.e. what framework?
  ○ The contract start date?
  ○ The contract expiry date?
  ○ Total contract value?
  ○ Is the product integrated with PAS or EPR?
  ○ What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
  ○ What is the person(s) email and telephone number?
  ○ What would you like to see in this product that is currently not being delivered?

Ambient AI Scribe
- Do you use AI-enabled Ambient Scribe? If <u>yes</u>, could you please answer the following questions: **No**
  ○ Name of the supplier & product?
  ○ How many user licences do you have?
  ○ What procurement method (if any) was used to obtain this system, i.e. what framework?
  ○ The contract start date?
  ○ The contract expiry date?
  ○ Total contract value?
  ○ Is the product integrated with PAS or EPR?
  ○ What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
  ○ What is the person(s) email and telephone number?
  ○ What would you like to see in this product that is currently not being delivered?

Video Consultation

- Do you use Video Consultation? If <u>yes</u>, could you please answer the following questions: **No**
  ○ Name of the supplier & product?
  ○ How many user licences do you have?
  ○ What procurement method (if any) was used to obtain this system, i.e. what framework?
  ○ The contract start date?
  ○ The contract expiry date?
  ○ Total contract value?
  ○ Is the product integrated with PAS or EPR?
  ○ What is the name(s) and position(s) of the key internal stakeholder(s) for this service?

- ○ What is the person(s) email and telephone number?
- ○ What would you like to see in this product that is currently not being delivered?
- ○ How many user licences do you have?
- ○ What % of virtual/remote consultations are conducted using video vs telephone?

Health Information Systems

What supplier(s) do you use for the following?

- PAS (Patient Administration System) – **Altera**
- EPR (Electronic Patient Record) – **Altera**
- eDMS (Electronic Document Management System) – **No system in place currently.**
- RIS (Radiology Information System) – **Magnetus**
- LIMS (Laboratory Information Management System) - **The Trust is now part of The Black Country Pathology Services. The Black Country Pathology Services (BCPS) partnership will integrate pathology services at The Royal Wolverhampton NHS Trust (RWT), with Sandwell West Birmingham Hospitals NHS Trust (SWBH), Dudley Group NHS Trust (DGFT) and Walsall Healthcare NHS Trust (WHT). The BCPS will be hosted by RWT on behalf of the partnership. You will need to forward your request to BCPS The Royal Wolverhampton NHS Trust** rwh-tr.bcpsquality@nhs.net.
- e-Correspondence (e.g. Docman) – **Docman**
- Hybrid Mail (e.g. Synertec) – **Healthcare Communications**
- Patient Portal – **Healthcare Communications**

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust