

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

Ref: FOI-022025-0001392

Date: 26.2.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

Request

I am submitting this request under the **Freedom of Information Act 2000** to obtain details regarding the total expenditure by your trust on transcription services. Specifically, I would like to request the following information for the **last three financial years (or the most recent available period)**:

Total expenditure on outsourced transcription services
 (including third-party providers and digital dictation/transcription software).

Total expenditure on in-house/on-premises medical secretaries
 whose primary role includes transcription and documentation.

If possible, a **breakdown** of costs by year and/or service provider.

Response

Total expenditure on outsourced transcription services (including third-party providers and digital dictation/transcription software).

No outsourced transcription, only digital dictation software:

	2021/22	2022/23	2023/24
Digital dictation/transcription software	£66,856	£53,630	£62,440

Total expenditure on in-house/on-premises medical secretaries whose primary role includes transcription and documentation.

Below includes full cost of medical secretary teams – unable to isolate cost of transcription and documentation as this is part of secretaries' role.

	2021/22	2022/23	2023/24
Medical Secretaries	£4,805,788	£5,193,168	£5,650,683

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.

FOI/REF FOI-

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