

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

Ref: FOI-022025-0001394

Date: 7.4.25

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

1. What is the total backlog of outpatient clinical letters awaiting completion as of January 2025? (I am interested in the operational backlog only and do not require data on older letters that may be duplicates or contain errors.

- Unable to provide the Information requested, letters cannot be broken down by individual categories

2. What was the total expenditure on temporary administrative staff in the past financial year?

– temporary admin staff cost for period 1/2/24-31/1/25 is £1,901,681.

3. What was the total expenditure on (external) transcription or voice recognition services in the past financial year, if applicable? - Please see previous response on the Trust website [Disclosure log - The Dudley Group NHS Foundation Trust](#) and in the search box type 0001080

4. If applicable, when is the current contract for (external) transcription or voice recognition services set to expire? - See response to question 3.

5. Is the trust currently exploring or actively pursuing the implementation of ambient AI or AI-powered transcription services?

– The Trust is exploring opportunities for AI to support typing efficiencies.

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