

Freedom of Information Act Request

I am writing to request information under the Freedom of Information Act 2000.

1. Digital Dictation

- Name of supplier & product **GHG Software Developments Ltd. TALKING POINT (DIGITAL DICTATION)**
- Number of user licences - **Trustwide**
- Procurement method (e.g., framework) **direct award under threshold**
- Contract start date **08/12/2022**
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract) **07/12/2025**
- Total contract value (if available) **After careful consideration, we regret to inform you that we are unable to provide the information you have requested. Section 43 of the Freedom of Information Act 2000 see explanation at end of request**
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) **scope for EPR**
- Key internal stakeholder role/title **Clinical System Manager**
- Desired features not currently delivered (optional)

2. Outsourced Transcription- **N/A no system in place**

- Name of supplier & product
- Procurement method (e.g., framework)
- Contract start date
- Average monthly volume of letters (if available)
- Average monthly volume of lines (if available)
- Total contract value (if available)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

3. Speech Recognition- **N/A no system in place**

- Name of supplier & product
- Number of user licences
- Procurement method (e.g., framework)
- Contract start date
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- Total contract value (if available)
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

4. Ambient AI Scribe- **N/A no system in place**

- Name of supplier & product
- Number of user licences

- Procurement method (e.g., framework)
- Contract start date
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- Total contract value (if available)
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- Pilot stage (if applicable, please specify supplier, pilot duration, and scope)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)

5. Video Consultation- **N/A no system in place**

- Name of supplier & product
- Number of user licences
- Procurement method (e.g., framework)
- Contract start date
- Contract expiry date (please specify fixed end date vs option to extend/rolling contract)
- Total contract value (if available)
- Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return)
- Key internal stakeholder role/title
- Desired features not currently delivered (optional)
- Average number of video appointments per month/year
- % of virtual/remote consultations conducted using video vs telephone

6. Health Information Systems

Name of supplier & product of the following HIS:

- PAS (Patient Administration System) **Emis/Camis - Optum**
- EPR (Electronic Patient Record) **Oracle Health/Enterprise EPR platform**
- eDMS (Electronic Document Management System) **N/A**
- RIS (Radiology Information System) **Agfa HealthCare IT UK Ltd/ Enterprise Imaging RIS**
- LIMS (Laboratory Information Management System) **CliniSys**
- e-Correspondence (e.g. Docman)- **no system in place**
- Hybrid Mail (e.g. Synertec, Healthcare Com **NHS mail**

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office

Our Ref: 39
January 2026

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>