

**Freedom of Information Request**

**Ref: 21-604**

30 November 2021

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**1. Do you use Digital Dictation? If yes, could you please answer the following questions: - Yes**

- o **Name of the supplier & product:** - BigHand for Healthcare
- o **What procurement method (if any) was used to obtain this system i.e. what framework:** Framework (lead by Finance)
- o **The contract start date:** - February 2013
- o **The contract end date:** - £167,467/annum
- o **Is the product integrated with PAS or EPR:** - No
- o **What is the name, position and contact email/telephone number of the key internal stakeholder for this service:** - [DigitalServicesAdmin@uhbw.nhs.uk](mailto:DigitalServicesAdmin@uhbw.nhs.uk)
- o **What would you like to see in this product that is currently not being delivered:** - Not applicable

**Speech Recognition**

- **Do you use Speech Recognition? If yes, could you please answer the following questions: - Yes**
- o **Name of the supplier & product:** - BigHand for Healthcare
- o **What procurement method (if any) was used to obtain this system i.e. what framework:** Framework (lead by Finance)
- o **The contract start date:** - February 2013
- o **The contract end date:** - December 2021
- o **Total contract value:** - Combined contract with above
- o **Is the product integrated with PAS or EPR:** - No
- o **What is the name, position and contact email/telephone number of the key internal stakeholder for this service:** - [DigitalServicesAdmin@uhbw.nhs.uk](mailto:DigitalServicesAdmin@uhbw.nhs.uk)
- o **What would you like to see in this product that is currently not being delivered:** - Not applicable

## **Outsourced Transcription**

**1. Do you use Outsourced Transcription? If yes, could you please answer the following questions: - No**

**o Name of the supplier: - Not applicable**

**o What procurement method (if any) was used to obtain this system i.e. what framework: - Not applicable**

**o The contract start date: - Not applicable**

**o Volume of letters per month: - Not applicable**

**o What is the name, position and contact email/telephone number of the key internal stakeholder for this service: - Not applicable**

**o What would you like to see in this product that is currently not being delivered: - Not applicable**

## **Online Clinic / Video Consultation**

**• Do you use Online Clinic / Video Consultation? If yes, could you please answer the following questions: - Yes**

**o Name of the supplier & product: - Attend Anywhere**

**o What procurement method (if any) was used to obtain this system i.e. what framework: - National Contract run by NHS England**

**o The contract start date: - April 2020**

**o The contract end date: - March 2022**

**o Total contract value: - Not known contract held with NHS England**

**o Is the product integrated with PAS or EPR: - No**

**o What is the name, position and contact email/telephone number of the key internal stakeholder for this service:**

Outpatient Services manager

[job.wooster@UHBW.NHS.uk](mailto:job.wooster@UHBW.NHS.uk)

**o What would you like to see in this product that is currently not being delivered:**

Procurement for alternative Bristol North & South Gloucestershire Clinical Commissioning Group provider has just been completed procurement will not be run again for a number of years we have no interest in an alternative product.

## **Health Information Systems**

**What suppliers do you use for the following?**

**• PAS (Patient Administration System) - System C**

**• EPR (Electronic Patient Record) - System C**

**• eDMS (Electronic Document Management System) - Kainos**

**• RIS (Radiology Information System) - Wellbeing Software**

**• Outward mailing service provider - Sinertec**

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Director of Corporate Governance  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal 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

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**