

**Freedom of Information Request**

**Ref: 22-735**

19 December 2022

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 any digital dictation software within your trust?**

**a. If yes:**

**i. Which provider do you use? (please provide supplier and system names)**

**ii. How many users / licences do you currently have and what is your yearly spend?**

**1. Please split spend by fixed annual licence fee vs any volume-based usage fees if possible**

**iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?**

**b. If no:**

**i. Do you use any analogue solutions (eg. Dictaphone)?**

**ii. What solutions do you use and who provides those?**

**iii. What is your approximate yearly spend on these solutions?**

**2. Do you use any speech recognition software within your trust?**

**a. If yes:**

**i. Which provider do you use? (please provide supplier and system names)**

**ii. How many users / licences do you currently have and what is your yearly spend?**

**1. Please split spend by fixed annual licence fee vs any volume-based usage fees if possible**

**iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?**

**3. Do you use any outsourced transcription services within your trust?**

**a. If yes:**

**i. Which provider do you use?**

**ii. How many users / licences do you currently have and what is your annual spend and volume usage (eg. lines per year)?**

**1. Please split spend by fixed annual fee vs any volume-based usage fees if possible (eg. spend on lines per year)**

**iii. How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?**

**b. If no:**

**i. Do you do transcription in-house?**

**ii. If so who does this? (ie. the clinician, admin staff, IT team etc.)**

We do hold this information; however, We are able to obtain this information however we have decided to apply Section 21 of the FOIA as this information is reasonably accessible in the public domain on the following link: [https://www.uhbw.nhs.uk/assets/1/22-607\\_response.pdf](https://www.uhbw.nhs.uk/assets/1/22-607_response.pdf). Section 21 of the FOIA provides that we are not obliged to provide the requested information if it is already reasonably accessible and therefore we are withholding this information at this time.

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:

Data Protection Officer  
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**