

FOI_0780_2022-23 – FOI Request Concerning – Digital Dictation

1. Do you currently use digital dictation? Yes/No

Yes

2. If yes, who is your provider for digital dictation?

Olympus & Lexacon & Dragon

3. If no, what is your process for letter production?

Please refer Q2

4. What is the contract end date for your current digital dictation provider?

Multiple contracts with different services with different end dates

5. Do you use outsourced transcription or speech recognition or both?

Yes

6. Who are your suppliers for each?

Dragon

7. What is the contract end date for these suppliers?

Multiple contracts with different services with different end dates

8. What EPR and PAS system is used?

System One, Inform & R4

9. What is your current letter turnaround time target (from appointment to letter sent to the GP)?

This varies from service to service, and each service has their own inhouse KIPs

10. Are you compliant with this target?

This varies from service to service, and each service has their own inhouse KIPs

11. Do you teams suffer from letter backlogs due to capacity?

This varies from service to service

12. How many secretarial / admin staff are employed to support outpatient letter production?

This varies from service to service