

## Freedom of Information Act Disclosure log - Reply Extract

<b>File reference</b>	W22FOI170
<b>Key words</b>	Digital Dictation
<b>Date of release</b>	22 <sup>nd</sup> July 2022
<b>Attachments</b>	No

### You asked

- 1. Do you currently use digital dictation? Yes/No**  
Yes
- 2. If yes, who is your provider for digital dictation?**  
BigHand Limited
- 3. If no, what is your process for letter production?**  
Not applicable
- 4. What is the contract end date for your current digital dictation provider?**  
31/12/2022
- 5. Do you use outsourced transcription or speech recognition or both?**  
Transcription: No  
Speech Recognition: No
- 6. Who are your suppliers for each?**  
Not applicable
- 7. What is the contract end date for these suppliers?**  
Not applicable
- 8. What EPR and PAS system is used?**  
PAS System is iPM  
The Trust does not have an EPR solution.
- 9. What is your current letter turnaround time target (from appointment to letter sent to the GP)?**

10 days.

**10. Are you compliant with this target?**

There are further areas of opportunity to improve our current delivery against the target.

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

Yes, specifically admin capacity.

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

We don't have staff employed exclusively for just outpatient letter production.

**Legal notes**

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance with section 1(b) unless otherwise specified.

**Attachments included:** No