

**Information Governance**

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**Website:** <https://www.elft.nhs.uk>

9 April 2024

**Our reference: FOI DA5250**

I am responding to your request for information received 5 March 2024. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:**

**Question 1: Could you please confirm whether your organisation uses a digital dictation provider? If so, kindly specify the name of the provider.**

**Answer:** Yes.

The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 1:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3862.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3862.pdf)

**Question 2: Could you confirm whether you employ a speech recognition system? If yes, please provide details about the provider.**

**Answer:** Yes.

The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 2:

[https://www.elft.nhs.uk/sites/default/files/2022-01/anon\\_response\\_-\\_foi\\_da3862.pdf](https://www.elft.nhs.uk/sites/default/files/2022-01/anon_response_-_foi_da3862.pdf)

**Question 3: Does your organisation use an outsourced transcription provider? If so, kindly state the name of the provider.**

**Answer:** No. All transcription is delivered in house using aforementioned dictation software.

**Question 4: For all the services mentioned above, I would appreciate clarification on the contract expiration date. Alternatively, if your contracts are on a rolling basis, please indicate so.**

**Answer:** Nuance – contract expiry date: 31 May 2024.

Bigband – contract expiry date: 28 February 2026.

Dragon – contract expiry date: 14 May 2024.



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