



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 35488 under the Freedom of Information Act 2000 regarding: -

Digital Dictation

Your request is set out below:

1. Do you use any digital dictation software within your trust?

If yes:

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

BigHand. BigHand for Healthcare/BigHand Go

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

Users-722, Licences- 800, Mobile Users 107, Mobile licences 107, Annual cost £39,265.44

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

How long have you been with this provider?

2016

What was the date of your most recent contract and when does this expire?

01/04/2022. Expires 31/03/2023

Who was your previous provider?

No Previous provider, but Dragon Software was purchased on an individual basis as part of NHS accessibility programmes.

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

If yes:

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

T-Pro. T-Pro Speech Direct

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

At project stage currently. 3 Year contract total value £351,186.00

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

How long have you been with this provider?

01/04/2022

What was the date of your most recent contract and when does this expire?

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati

Chief Executive – Helen Greatorex

01/04/2022. Expires 31/03/2025

Who was your previous provider?

No Previous provider, but Dragon Software was purchased on an individual basis as part of NHS accessibility programmes.

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

If no:

Do you do transcription in-house?

Yes.

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

Mixture of clinicians and admin.

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department