**FOI Ref: 6468**

**Category(ies): Trust – Contracts / Procurement**

**Subject: Digital Dictation and Letter Production**

**Date Received: 29/06/2022**

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| **Your request:** | **Our response:** |
| In line with the freedom of information act, please could you let me know the following information in accordance with your guidelines: | |
| 1. Do you currently use digital dictation? Yes/No | Yes |
| 1. If yes, who is your provider for digital dictation? | T-Pro |
| 1. If no, what is your process for letter production? | N/A |
| 1. What is the contract end date for your current digital dictation provider? | February 2024 |
| 1. Do you use outsourced transcription or speech recognition or both? | N/A |
| 1. Who are your suppliers for each? | N/A |
| 1. What is the contract end date for these suppliers? | N/A |
| 1. What EPR and PAS system is used? | MEDITECH and SystmOne |
| 1. What is your current letter turnaround time target (from appointment to letter sent to the GP)? | Surgery Division -7 (or below) days working days for routine referrals and 72 working hours for Cancer and Urgent referrals.  Family Health - Within 5 days  Medicine- 5 days |
| 1. Are you compliant with this target? | Surgery Division - Yes for Cancer and Urgent referrals. No for Routine referrals  Family Health – Yes  Medicine- Not all specialties |
| 1. Do your teams suffer from letter backlogs due to capacity? | Surgery – Yes  Family Health – No  CSS - Yes  We have significantly reduced our backlog from a medicine perspective, revised workplans have streamlined processes to ensure ongoing control over the numbers. |
| 1. How many secretarial/admin staff are employed to support outpatient letter production? | Surgery Division Headcount - 41 not all for letter production  Family Health – 28.99WTE across the division who also have other secretarial/administrative duties incorporated into their roles.  CSS - 2.22WTE  Medicine - 18.69 WTE |