

**Compliance Team – Health Records**

Kestrel House  
Hellesdon Hospital  
Drayton High Road  
Norwich  
Norfolk  
NR6 5BE

Tel: 01603 421687  
Fax: 01603 421411

## FOI REQUEST NUMBER 90 2015

### Request:

1. Does the Trust currently use a digital dictation or speech recognition workflow solution Trust wide or within any departments? If so which solution do you use and where?
2. How long is the contract and when is the contract due for renewal? Please include any extensions the Trust may take advantage of and a breakdown of costs. (I.E the initial outlay for hardware and implementation, and any recurring costs such as license fee and maintenance)
3. If the Trust currently doesn't have a solution in each department, does the Trust have any plans to implement such systems either trust wide or on a departmental basis? If so, who will be overseeing this procurement?
4. If Digital Dictation is in place, does the Trust have any plans to move to a speech recognition solution to support paperless NHS 2018? If so, when?
5. What volume of documents do the Trust send for outsourced transcription, and at what cost?

### Response:

1. No, but the organisation has been trialling Dragon Dictate by Nuance, although there is no commitment as yet. This is being trialled as part of a clinical system deployment to ascertain appropriateness.
2. Not applicable.
3. If the Trust chooses to adopt a solution it will be to realise clinical benefit, and led in the immediate term by an internal Programme of work to support clinical system deployment.
4. The decision to implement speech recognition based on trial analysis will be made during the next 12 months.
5. We do not hold a record of any outsourced transcription centrally so we are unable to answer this question.

