FOI 3504

Date 30/12/2024

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. Has your Trust implemented a Digital Dictation platform?

Yes

1. Which technology supplier(s) have you used to provide Digital Dictation solutions? Could you confirm what framework you have used to procure this and when does the contract(s) expire?

Bighand - SBS – August 2025

1. Please can you confirm the annual spend on your Digital Dictation platforms?

£305k 23-24

1. Could you confirm how you are intending to procure a Digital Dictation solution going forward?

Exempt under Section 43 - prejudice to commercial interests

1. Who at your Trust is responsible for Digital Dictation and the selection and implementation of platforms across the Trust? Could you please provide their email and contact details

Exempt under Section 40 – personal information

1. Has your Trust implemented a Speech Recognition platform?

Yes

1. Which technology supplier(s) have you used to provide Speech Recognition Platform? Could you confirm what framework you have used to procure this and when does the contract(s) expire?

Dragon Speech Recognition - Bighand – purchased throughout the year when needed

1. Please can you confirm the annual spend on your Speech Recognition platforms?

£14k so far in 24-25

1. Could you confirm how you are intending to procure a Speech Recognition solution going forward?

Exempt under Section 43 - prejudice to commercial interests

1. Who at your Trust is responsible for Speech Recognition platforms and the selection and implementation of platforms across the Trust? Could you please provide their email and contact details

Exempt under Section 40 – personal information

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust