

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 06 April 2023.

I am pleased to confirm the following.

Digital Dictation

- **Do you use Digital Dictation? If yes, could you please answer the following questions:**
 - **Name of the supplier & product:** BigHand for Healthcare.
 - **What procurement method (if any) was used to obtain this system i.e. what framework:** Framework – Shared Business Services
 - **The contract start date:** 01/01/2023
 - **The contract expiry date:** 31/12/2023
 - **Total contract value:** £45,970.42
 - **Is the product integrated with PAS or EPR:** Integrated with the PAS.
 - **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**
Felicity Medina – Deputy Associate Director for Outpatient Services.
Nicola Jones – Operations Manager for Outpatient Services.
Ethan Kent – Medical Records Supervisor & Clinical Document Administrator Manager.
 - **What is the person(s) email and telephone number:**
Felicity Medina – T: 01908 995162 | felicity.medina@mkuh.nhs.uk
Nicola Jones – T: 01908 995159 | nicola.jones@mkuh.nhs.uk
Ethan Kent – T: 01908 99689 | ethan.kent@mkuh.nhs.uk
 - **What would you like to see in this product that is currently not being delivered:** Notifications of deceased patients so letters are not sent to the family.

Speech Recognition

- **Do you use Speech Recognition? If yes, could you please answer the following questions:** No
 - **Name of the supplier & product:**
 - **What procurement method (if any) was used to obtain this system i.e. what framework:**
 - **The contract start date:**
 - **The contract expiry date:**
 - **Total contract value:**
 - **Is the product integrated with PAS or EPR:**
 - **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**
 - **What is the person(s) email and telephone number:**
 - **What would you like to see in this product that is currently not being delivered:**

Outsourced Transcription

- **Do you use Outsourced Transcription? If yes, could you please answer the following questions:**
 - **Name of the supplier:** ScribeTECH
 - **What procurement method (if any) was used to obtain this system i.e. what framework:** Framework – Shared Business Services Digital Dictation, Speech Recognition & Outsourced Transcription Services Order Form (SLA)
 - **The contract start date:** 01/06/2022
 - **Volume of letters per month:** 17,236 based on monthly average for 2022/23.
 - **Total contract value:** £280,000 approx.
 - **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**

Felicity Medina – Deputy Associate Director for Outpatient Services.
Nicola Jones – Operations Manager for Outpatient Services.
Ethan Kent – Medical Records Supervisor & Clinical Document Administrator Manager.
 - **What is the person(s) email and telephone number:**

Felicity Medina – T: 01908 995162 | felicity.medina@mkuh.nhs.uk
Nicola Jones – T: 01908 995159 | nicola.jones@mkuh.nhs.uk
Ethan Kent – T: 01908 99689 | ethan.kent@mkuh.nhs.uk
 - **What would you like to see in this product that is currently not being delivered:** N/A

Video Consultation

- **Do you use Video Consultation? If yes, could you please answer the following questions:** No
 - **Name of the supplier & product:**
 - **What procurement method (if any) was used to obtain this system i.e. what framework:**
 - **The contract start date:**
 - **The contract expiry date:**
 - **Total contract value:**
 - **Is the product integrated with PAS or EPR:**
 - **What is the name(s) and position(s) of the key internal stakeholder(s) for this service:**
 - **What is the person(s) email and telephone number:**
 - **What would you like to see in this product that is currently not being delivered:**

Health Information Systems

What supplier(s) do you use for the following?

- **PAS (Patient Administration System)** – Cerner
- **EPR (Electronic Patient Record)** – Cerner/CCube
- **eDMS (Electronic Document Management System)** – CCube
- **RIS (Radiology Information System)** - CRIS
- **LIMS (Laboratory Information Management System)** – Cerner/ICE/CRIS
- **e-Correspondence (e.g. Docman)** – MyCARE/eReferral
- Hybrid Mail (e.g. Synertec) - Synertec

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator

For and on behalf of Milton Keynes Hospital NHS Foundation Trust

<p>Any re-use of this information will be subject to the 'Re-use of Public Sector Information Regulations' and best practice.</p>
