

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 20 December 2022.

I am pleased to confirm the following.

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

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

Unable to collate exact user amounts, would estimate 200 plus at £149 per licence as a one-off fee.

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

Unable to answer this question

How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?

Bighand, expires Jan 2023 will renew for 1 year.

If no:

Do you use any analogue solutions (e.g., Dictaphone)?

Yes

What solutions do you use and who provides those?

Philips speechmic, the Trust purchase at approx. £150 per MIC.

What is your approximate yearly spend on these solutions?

£1000 or under.

Do you use any speech recognition software within your trust?

If yes:

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

Dragon Dictation

Nuance – Dragon 13, Insignia - Recognosco

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

Dragon 13 35 licenses, £4725 annual support. Recognosco 25 licenses, £2500 annual support

**Please split spend by fixed annual licence fee vs any volume-based usage fees if possible
How long have you been with this provider?**

Nuance – 5 years 8 months, expires May 2023, Insignia (for voice recognition) 7 Months, expires June 2023

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

Dragon Dictation it is provided by Cerner, Trust wide if required and paid as part of the larger trust wide contract so unable to provide details on cost. We have been with Cerner since 2013 and expires in 2028.

Do you use any outsourced transcription services within your trust?

If yes:

Which provider do you use?

ScribeTECH

How many users / licences do you currently have and what is your annual spend and volume usage (e.g., lines per year)?

Approx 365K per year spend (Volume approx. 4321k lines per year)

Please split spend by fixed annual fee vs any volume-based usage fees is possible (eg. spend on lines per year)

Above spend is only volume based.

How long have you been with this provider? What was the date of your most recent contract and when does this expire? Who was your previous provider?

Contract since January 2018. No previous provider. The expiry date is 25/05/2022

If no:

Do you do transcription in-house?

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

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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

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