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16th November 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/10/35.

You requested the following information, please also see our response below:

Digital Dictation

- Do you use Digital Dictation? 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 end date:
- Total contract value:
- Is the product integrated with PAS or EPR:
- What is the name and position of the key internal stakeholder for this service:
- What would you like to see in this product that is currently not being delivered:

Speech Recognition

- Do you use Speech Recognition? If yes, could you please answer the following questions:
 - Name of the supplier & product:
Nuance - Dragon
 - What procurement method (if any) was used to obtain this system i.e. what framework:
Standard procurement – Quote only.

- **The contract start date:**
No contract, product is only procured on an as required basis.
- **The contract end date:**
N/A
- **Total contract value:**
N/A
- **Is the product integrated with PAS or EPR:**
No
- **What is the name and position of the key internal stakeholder for this service:**
N/A
- **What would you like to see in this product that is currently not being delivered:**
N/A

Outsourced Transcription

- **Do you use Outsourced Transcription? If yes, could you please answer the following questions:**
No
 - **Name of the supplier:**
 - **What procurement method (if any) was used to obtain this system i.e. what framework:**
 - **The contract start date:**
 - **Volume of letters per month:**
 - **What is the name and position of the key internal stakeholder for this service:**

Telehealth

- **Do you use Telehealth? 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 end date:**

- **Total contract value:**
- **Is the product integrated with PAS or EPR:**
- **What is the name and position of the key internal stakeholder for this service:**

Health Information Systems

What suppliers do you use for the following?

- **PAS (Patient Administration System)**
Cleric
- **EPR (Electronic Patient Record)**
Cleric
- **eDMS (Electronic Document Management System)**
Microsoft
- **RIS (Radiology Information System)**
N/A
- **Outward mailing service provider**
Royal Mail

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust