

Ref: 02964_04143_2018-07-23_01
Date: 23 July 2018

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For people who have hearing loss
Minicom 01908 243924

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 06 July 2018.

I am pleased to confirm the following.

Part 1 – Generic, non-commercially sensitive information:

1. Does the Trust use, or have a contract with, any outsourced transcription service?

Yes

2. Does the Trust use an agency, bank, locum, or other ad hoc staff for the purposes of typing or transcribing clinical documentation?

The Trust currently has 12.5 WTF staff for transcribing.

The Trust does also have a number of hours on bank for these services but this information has previously not been recorded centrally, therefore we are unable to give an accurate figure.

In previous years the divisional CSUs held their own records regarding spending and hours given to transcription services. To obtain this information would entail trawling through Trust records which would entail staff consent and exceed the appropriate time limit.

Part 2 – Specific information:

If the answer is yes to either of the questions in Part 1 please provide a response to the following questions:

1. Outsourced Transcription

a. Which company/companies does the Trust use?

Scribetech

b. Is that for an offshore (i.e. India) or onshore (EU) transcription centre?

Offshore

c. What is the total number of lines processed by the transcription provider(s)? If the volume varies year on year please note the volume processed during 2017/2018 FY, and for the current FY.

The Trust does not record this information centrally, to obtain this would entail going through patient records which would require permission and exceed the appropriate time limit.

d. What is the total annual spend on outsourced transcription? If spend varies year on year please note the spend for 2017/2018 Financial Year (FY), and current spend so far this FY.

Section 43 is a qualified exemption, and we are required to assess as objectively as possible whether the balance of public interest favours disclosing or withholding the information. Our view that section 43 applies to your request is based on the judgement that the Trust's ability to purchase products at a competitive price would be compromised by disclosure.

2. Insourced Transcription

a. What volume of transcription or document production is completed by these staff? If this fluctuates please note the volume for the last FY and so far this FY.

Please note for previous years the Trust did not hold records for Insourced Transcription. This was done within each CSU/Hub and to obtain the information would require trawling through Trust records which would require permission from staff members and exceed the appropriate time limit.

b. What is the annual spend on these staff? If this fluctuates please note the spend for the last FY and so far this FY.

18-19 – £98,868.

Please note for years previous to 2018/19 the Trust did not hold records for annual spending for Insourced Transcription. This was done within each CSU/Hub and to obtain the information would require trawling through Trust records which would require permission from staff members and exceed the appropriate time limit.

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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,

Jolene Neil
Freedom Of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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