

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 29 June 2022.

I am pleased to confirm the following.

Do you currently use digital dictation?

Yes

If yes, who is your provider for digital dictation?

Bighand

If no, what is your process for letter production?

N/A

What is the contract end date for your current digital dictation provider?

2024

Do you use outsourced transcription or speech recognition or both?

Yes Outsourced

Who are your suppliers for each?

Scribtec

What is the contract end date for these suppliers?

2022

What EPR and PAS system is used?

Cerner

What is your current letter turnaround time target (from appointment to letter sent to the GP)?

10 days from dictations

Are you compliant with this target?

Mostly

Do your teams suffer from letter backlogs due to capacity?

Yes

How many secretarial/admin staff are employed to support outpatient letter production?

33

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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

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