

Freedom of Information Request

Ref: UHB 18-402

Date 13 July 2018

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

Part 1 – Generic, non-commercially sensitive information:

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

No. The Trust does not have a specific contract with an outsourced transcription service. The Trust has in the past used outsourced transcription services for specific pieces of work (such as the company) DICT8 Medical Transcription) but it does not have any existing contracts.

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 does not record this information and is therefore not able to provide a definite answer to this question.

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

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.
- 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.

n/a

[Our Response]

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

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