

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

26 November 2020

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2020/0238**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**////////////////////REQUEST**

**Digital Dictation –**

- Do you use Digital Dictation? If yes, could you please answer the following questions:
  - Name of the supplier & product: **Arrendale Associates / TA+**
  - What procurement method (if any) was used to obtain this system i.e. what framework:  
**Framework solutions provider moving to direct contract.**  
The contract start date: **2010**
  - The contract end date: **2021**
  - Total contract value: **£15,280 per year on a three-year contract 2018-21.**
  - Is the product integrated with PAS or EPR: **yes, it interfaces with Maxims**
  - What is the name and position of the key internal stakeholder for this service: **Howard Oddy, Director of Finance and IM&T**
  - What would you like to see in this product that is currently not being delivered:

**Additional spend on Integra with Arrendale is typically additional licences bought by the divisions. There was an £11k licence reconciliation earlier this year resulting from the need to get staff working from home.**

**Speech Recognition –**

- Do you use Speech Recognition? If yes, could you please answer the following questions:  
**The Trust does not use speech recognition.**
  - 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:

### Outsourced Transcription –

- Do you use Outsourced Transcription? If yes, could you please answer the following questions:

#### **The Trust does not outsource transcriptions**

- 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:

- Name of the supplier & product: **MEYTEC GmbH**
- What procurement method (if any) was used to obtain this system i.e. what framework:

#### **Direct award**

- The contract start date: **September 2019**
- The contract end date: **September 2022**
- Total contract value: **£60k**
- Is the product integrated with PAS or EPR: **No**

What is the name and position of the key internal stakeholder for this service:

**Lead Acute Medicine Physician. The names of staff not already in the public domain are not eligible to be release through Freedom of Information procedures under section 40ii of the Freedom of Information Act 2000, as they constitute personally identifiable information, as defined by the Data Protection Act 2018.**

### Health Information Systems

What suppliers do you use for the following?

- PAS (Patient Administration System) **IMS Maxims**
- EPR (Electronic Patient Record) **IMS Maxims & EMIS**
- eDMS (Electronic Document Management System) **None**
- RIS (Radiology Information System) **Phillips**
- Outward mailing service provider **Synertec**

**Please note that a record of previous Trust FOI responses is now available to consult online by visiting:**

<https://www.wyevalley.nhs.uk/about-us/information-requests/freedom-of-information-requests.aspx>

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer  
Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford

HR1 2DX

Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may 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

Telephone: 0303 123 1113     [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

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