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Corporate Records Office: 01325 74 3700

Request for Information Reference: 06.22.60

FOI Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

13<sup>th</sup> July 2022

Dear

### **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 29<sup>th</sup> June 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to digital dictation and GP letters turnaround times and I am providing the following information in response to your specific questions:

**1. Do you currently use digital dictation? Yes/No**

Yes

**2. If yes, who is your provider for digital dictation?**

3M Healthcare

**3. If no, what is your process for letter production?**

Not applicable

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

30/09/2028

**5. Do you use outsourced transcription or speech recognition or both?**

No

**6. Who are your suppliers for each?**

Not applicable

**7. What is the contract end date for these suppliers?**

Not applicable

**8. What EPR and PAS system is used?**

PAS – e-CaMis

EPR – Cerner Millenium – this is due to go live in October 2022

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

The Trust has a local quality requirement of 7 days.

**10. Are you compliant with this target?**

Yes

**11. Do your teams suffer from letter backlogs due to capacity?**

Yes, this varies by specialty.

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

None dedicated, this is only one element of the secretarial/admin role.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**