

## Digital Dictation

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Reference Number: F4741  
Date of Response: 25/08/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

### **Royal Devon's Eastern FOI Office Response**

1. Do you currently use digital dictation? **Yes/No**
2. If yes, who is your provider for digital dictation? **3M**
3. If no, what is your process for letter production? **n/a**
4. What is the contract end date for your current digital dictation provider? **04/2025**
5. Do you use outsourced transcription or speech recognition or both? **none**
6. Who are your suppliers for each? **n/a**
7. What is the contract end date for these suppliers? **n/a**
8. What EPR and PAS system is used? **Epic**
9. What is your current letter turnaround time target (from appointment to letter sent to the GP)? **Same day for many services, some services up to 5 days.**
10. Are you compliant with this target? **Largely yes.**
11. Do your teams suffer from letter backlogs due to capacity? **Not since the EPR implementation, teams are able to share workload so can flex in times of capacity.**
12. How many secretarial/admin staff are employed to support outpatient letter production? **For many secretaries this is no longer a function of their role.**