



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_433_24

You asked:

Digital Dictation

1. Do you use Digital Dictation? - Yes

If **yes**, could you please answer the following questions:

- a) **Name of the supplier & product?** - BigHand
- b) **How many user licences do you have?** - Approx. 150
- c) **What procurement method (if any) was used to obtain this system, i.e. what framework?** - N/A
- d) **The contract start date?** - Various, per annum on purchase of user license
- e) **The contract expiry date?** - 18/05/2025
- f) **Total contract value?** - 36000
- g) **Is the product integrated with PAS or EPR?** - No
- h) **What is the name(s) and position(s) of the key internal stakeholder(s) for this service?** - Head of Digital Systems
- i) **What is the person(s) email and telephone number?** -
*Aled.Holland@wales.nhs.uk
- j) **What would you like to see in this product that is currently not being delivered?** - N/A

*Please note - Personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of Article 6(1), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individuals captured by this request have stated that they do not wish their personal data to be used for direct marketing purposes.

Outsourced Transcription

2. Do you use Outsourced Transcription? - No

If **yes**, could you please answer the following questions:

- a) Name of the supplier:
- b) What procurement method (if any) was used to obtain this system, i.e. what framework:
- c) The contract start date:
- d) Volume of letters per month:
- e) Total contract value:
- f) What is the name(s) and position(s) of the key internal stakeholder(s) for this service:
- g) What is the person(s) email and telephone number:
- h) What would you like to see in this product that is currently not being delivered:

N/A.

Speech Recognition

3. Do you use Speech Recognition? Yes

If yes, could you please answer the following questions:

- a) Name of the supplier & product? - BigHand – Dragon Medical One
- b) How many user licences do you have? - 72
- c) What procurement method (if any) was used to obtain this system, i.e. what framework? - N/A
- d) The contract start date? - Various, per annum on purchase of user license
- e) The contract expiry date? - 18/05/2025
- f) Total contract value? - Apprx 36k
- g) Is the product integrated with PAS or EPR? - No
- h) What is the name(s) and position(s) of the key internal stakeholder(s) for this service? - Head of Digital Systems
- i) What is the person(s) email and telephone number? -
*Aled.Holland@wales.nhs.uk
- j) What would you like to see in this product that is currently not being delivered? - Forms

Ambient AI Scribe

4. Do you use AI-enabled Ambient Scribe? No.

If yes, could you please answer the following questions:

- a) Name of the supplier & product?
- b) How many user licences do you have?
- c) What procurement method (if any) was used to obtain this system, i.e. what framework?
- d) The contract start date?
- e) The contract expiry date?
- f) Total contract value?
- g) Is the product integrated with PAS or EPR?

- h) What is the name(s) and position(s) of the key internal stakeholder(s) for this service?**
- i) What is the person(s) email and telephone number?**
- j) What would you like to see in this product that is currently not being delivered?**

N/A.

Video Consultation

5. Do you use Video Consultation? – Yes.

If yes, could you please answer the following questions:

- a) Name of the supplier & product? - [Attend Anywhere](#)**
- b) How many user licences do you have? - 800**
- c) What procurement method (if any) was used to obtain this system, i.e. what framework? N/A**
- d) The contract start date? - 2020**
- e) The contract expiry date? - National contract expires March 2025**
- f) Total contract value? - National contract funded by Welsh Government**
- g) Is the product integrated with PAS or EPR? - No**
- h) What is the name(s) and position(s) of the key internal stakeholder(s) for this service? - National contract**
- i) What is the person(s) email and telephone number? National contract funded by Welsh Government**
- j) What would you like to see in this product that is currently not being delivered? N/A.**
- k) What % of virtual/remote consultations are conducted using video vs telephone? - Since April 2020 Under 250 1-1 Consultations**

Health Information Systems

What supplier(s) do you use for the following?

- a) PAS (Patient Administration System) – Digital Health and Care Wales (DHCW) National**
- b) EPR (Electronic Patient Record) – N/A**
- c) eDMS (Electronic Document Management System) - Civica**
- d) RIS (Radiology Information System) – Digital Health and Care Wales National**
- e) LIMS (Laboratory Information Management System) - Intersystems**
- f) e-Correspondence (e.g. Docman) – N/A**
- g) Hybrid Mail (e.g. Synertec) -N/A**
- h) Patient Portal – N/A**