



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_240_26

You asked:

1. Please can you provide cost information on outsourced letter transcription for the last 3 years?

The Health Board does not outsource the transcription of letters to an external transcription provider. Clinical letters can be produced using internal digital dictation and speech-to text systems, rather than outsourced transcription services.

If required, further information about our digital dictation and speech-to text systems is available via the following link. ctmuhb.nhs.wales/use-of-site/freedom-of-information/disclosure-log/20261/january/ctmuhb-25-26-jan-digital-dictation-pdf/?ts=1776937933453

2. Please can you provide the number of letters by month not meeting a turnaround time of 7 days for the last 3 years?

N/A.

3. Please can you provide the annual number of documents in backlog for the last 3 years?

N/A.