

Freedom of Information request 232-21

Request & Response

We are currently updating data on your trust's Digital Dictation and Voice Recognition systems.

Can you please complete the fields below with what you currently hold? System type can also be 'No System Installed' if your trust does not use the system:

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|--|---|
| System Type | Speech Recognition/Digital Voice Dictation |
| Digital Dictation Supplier Name | G2 Speech |
| System Name | G2 Speech Report v2.25 |
| Date Installed | November 2019 |
| Contract Expiration | The contract renews annually and we have no plans to review the current system, other than an upgrade to the existing supplier version. Rolling contract renews annually on 1 August each year. |
| Notes | N/A |

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| System Type | Voice Recognition – Primarily used for a small number of staff with assistive technology needs |
| Voice Recognition Supplier Name | Nuance |
| System Name | Dragon Dictate 15 |
| Date Installed | One installation in 2016. Two installations in 2017. One installation in 2019. Nine installations in 2020. |
| Contract Expiration | Rolling contract with Nuance renews annually on 1 April each year. |
| Notes | Thirteen installations in total across the whole organisation. Four installations are assistive technology purchases for particular staff, and it is used as a solution for assistive technology needs. Nine installations were a COVID-19 interim response to meet a digital voice recognition need for a relocated clinical team. These installations will be replaced by G2 Speech Report in 2022. Nuance Dragon Dictate will remain as a recommended solution for users with assistive technology requirements. |

If applicable, - can you let us know who supplies your digital dictation hardware devices?

Digital dictation hardware devices were supplied by Phillips.

How many digital dictation devices does your trust have?

There are 150 digital dictation devices in the organisation.

When was the procurement date of the digital dictation devices?

A digital dictation system has been in place since 2011, and these devices have been replaced as and when required. There is no current plan, nor intention, to replace any digital dictation devices unless they are faulty or fail.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **232-21** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.