Reference: FOI.ICB-2425/189

Subject: Dictation, Transcription, Speech Recognition, AI Scribe, Video Consultation and Health Information Systems

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
1. Digital Dictation Do you use Digital Dictation? If <u>yes</u>, could you please answer the following questions: i. Name of the supplier & product? ii. How many user licences do you have? iii. What procurement method (if any) was used to obtain this system, i.e. what framework? iv. The contract start date? v. The contract expiry date? vi. Total contract value? vii. Is the product integrated with PAS or EPR? viii. What is the name(s) and position(s) of the key internal stakeholder(s) for this service? ix. What is the person(s) email and telephone number? x. What would you like to see in this product that is currently not being delivered?	Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG ICB) does not use digital dictation.
2. Outsourced Transcription	BNSSG ICB does not use outsourced transcription.

Do you use Outsourced Transcription? If <u>yes</u>, could you please answer the following questions: i. Name of the supplier: ii. What procurement method (if any) was used to obtain this system, i.e. what framework: iii. The contract start date: iv. Volume of letters per month: v. Total contract value: vi. What is the name(s) and position(s) of the key internal stakeholder(s) for this service: vii. What is the person(s) email and telephone number: viii. What would you like to see in this product that is currently not being delivered:	
3. Speech Recognition Do you use Speech Recognition? If <u>yes</u>, could you please answer the following questions: i. Name of the supplier & product? ii. How many user licences do you have? iii. What procurement method (if any) was used to obtain this system, i.e. what framework? iv. The contract start date? v. The contract expiry date? vi. Total contract value? vii. Is the product integrated with PAS or EPR? viii. What is the name(s) and position(s) of the key internal stakeholder(s) for this service? ix. What is the person(s) email and telephone number? x. What would you like to see in this product that is currently not being delivered?	There are members of staff who use a screen reader and speech recognition software, however this is provided by our partner organisation South Central and West Commissioning Support Unit (SCW CSU). We advise you to contact SCW CSU using the following email address: england.contactus@nhs.net

4. Ambient AI Scribe Do you use AI-enabled Ambient Scribe? If <u>yes</u>, could you please answer the following questions: i. Name of the supplier & product? ii. How many user licences do you have? iii. What procurement method (if any) was used to obtain this system, i.e. what framework? iv. The contract start date? v. The contract expiry date? vi. Total contract value? vii. Is the product integrated with PAS or EPR? viii. What is the name(s) and position(s) of the key internal stakeholder(s) for this service? ix. What is the person(s) email and telephone number? x. What would you like to see in this product that is currently not being delivered?	Microsoft Teams has this functionality, however this is provided by our partner organisation South Central and West Commissioning Support Unit (SCW CSU). We advise you to contact SCW CSU using the following email address: england.contactus@nhs.net
5. Video Consultation Do you use Video Consultation? If <u>yes</u>, could you please answer the following questions: i. Name of the supplier & product? ii. How many user licences do you have? iii. What procurement method (if any) was used to obtain this system, i.e. what framework? iv. The contract start date? v. The contract expiry date? vi. Total contract value? vii. Is the product integrated with PAS or EPR?	The ICB provides a health administration function as part of the NHS, and does not provide patient care, therefore online clinic/video consultations are not required.

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viii. What is the name(s) and position(s) of the key internal stakeholder(s) for this service? ix. What is the person(s) email and telephone number? x. What would you like to see in this product that is currently not being delivered? xi. How many user licences do you have? xii. What % of virtual/remote consultations are conducted using video vs telephone?	
6. Health Information Systems What supplier(s) do you use for the following? i. PAS (Patient Administration System) ii. EPR (Electronic Patient Record) iii. eDMS (Electronic Document Management System) iv. RIS (Radiology Information System) v. LIMS (Laboratory Information Management System) vi. e-Correspondence (e.g. Docman) vii. Hybrid Mail (e.g. Synertec) viii. Patient Portal	All IT systems are provided and managed by our partner organisation SCW CSU. SCW CSU do not support any of these systems on behalf of BNSSG ICB.

The information provided in this response is accurate as of 15 October 2024 and has been approved for release by Deborah El-Sayed, Chief Transformation and Digital Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

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