

## Kent and Medway

Mr M. Cousins  
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### Information Governance Department

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26 January 2012

Our Ref: FOI.11.0169

Dear Mr. Cousins

### RE: FREEDOM OF INFORMATION REQUEST

I am writing in response to your request for information under the Freedom of Information Act 2000 received on 3 January 2012 by the three PCTs that comprise of the Kent and Medway NHS Cluster.

All answers relate to the following Primary Care Trusts; NHS West Kent, NHS Eastern & Coastal Kent and NHS Medway unless otherwise indicated. The information that you requested is listed below together with a response in each case:

#### 1) The names of any hospitals (including any secondary care provision such as community or mental health) that fall under your control.

NHS Kent and Medway is a commissioning organisation, and therefore does not provide any hospitals services. For information on our provider services and acute trusts, please view our annual reports available on our websites at the following location:

<http://www.medwaypct.nhs.uk/explore-nhs-medway/about/publications/>

[http://www.westkentpct.nhs.uk/The\\_PCT/Publications/index.html](http://www.westkentpct.nhs.uk/The_PCT/Publications/index.html)

<http://www.easternandcoastalkent.nhs.uk/about-us/publications-reports-and-strategies/reports/>

#### 2) Whether any of the aforementioned bodies use digital dictation and/or Speech Recognition. If so which organisations use what systems?

In NHS Eastern and Coastal Kent, they have standalone (without a workflow) digital dictation and speech recognition equipment –

- Philips digital dictation
- Dragon Naturally Speaking software

In West Kent PCT, they do not currently support any corporate digital dictation or voice recognition software. Individual GP practices may however have implemented some small systems but as we do not support the system, they do not need to inform us of this and we therefore do not hold a list detailing the information requested above.

In Medway PCT, they do not currently use any corporate digital dictation or voice recognition software. Provider and acute trusts may however use digital dictation and/or speech recognition.

**3) If none are used or they are only used in some areas, are there any plans to implement these type of systems more extensively to increase efficiency and improve patient care?**

In the Eastern and Coastal Kent area, at present there are no plans to develop a digital dictation workflow system.

In West Kent, there are currently no plans to implement them, although the total programme of IT work is yet to be finalised.

In Medway, there are currently no plans to implement this type of system at the PCT.

**4) If Systems are already in place, when are they to be reviewed.**

In the Eastern and Coastal Kent area, at present there are no plans to develop a digital dictation workflow system.

In Medway and West Kent this is not applicable.

I hope that this has dealt with your questions but if you are not satisfied with the way your request has been dealt with, please feel free to contact me directly. If you remain unhappy, you may approach our Chief Executive in writing at:

Chief Executive  
NHS West Kent  
Wharf House  
Medway Wharf Road  
Tonbridge  
Kent  
TN9 1RE

## Kent and Medway

Should you remain dissatisfied with the outcome you have the right under Section 50 of the Freedom of Information Act (2000) to appeal against the decision by contacting:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
Tel: 01625 545745  
E-mail: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

Yours sincerely

**Jamie Sheldrake**  
**Senior Information Governance Manager**