NHS
Bolton
NHS Foundation Trust

FREEDOM OF INFORMATION

REF: 2026-40
Subject: Digital Dictation, Outsourced Transcription, Speech Recognition, Ambient AI and Video Consultation

Dear Sir/Madam,

Thank you for your email dated **14/01/2026** where you requested information about **Digital Dictation, Outsourced Transcription, Speech Recognition, Ambient AI and Video Consultation.**

The information you requested is enclosed.

Question	Answer
1. Digital Dictation • Name of supplier & product • Number of user licences • Procurement method (e.g., framework) • Contract start date • Contract expiry date (please specify fixed end date vs option to extend/rolling contract) • Total contract value (if available) • Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) • Key internal stakeholder role/title • Desired features not currently delivered (optional)	Please find attached
2. Outsourced Transcription • Name of supplier & product • Procurement method (e.g., framework) • Contract start date • Average monthly volume of letters (if available) • Average monthly volume of lines (if available) • Total contract value (if available)	

• Key internal stakeholder role/title • Desired features not currently delivered (optional)	
3. Speech Recognition • Name of supplier & product • Number of user licences • Procurement method (e.g., framework) • Contract start date • Contract expiry date (please specify fixed end date vs option to extend/rolling contract) • Total contract value (if available) • Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) • Key internal stakeholder role/title • Desired features not currently delivered (optional)	
4. Ambient AI Scribe • Name of supplier & product • Number of user licences • Procurement method (e.g., framework) • Contract start date • Contract expiry date (please specify fixed end date vs option to extend/rolling contract) • Total contract value (if available) • Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) • Pilot stage (if applicable, please specify supplier, pilot duration, and scope) • Key internal stakeholder role/title • Desired features not currently delivered (optional)	
5. Video Consultation • Name of supplier & product • Number of user licences	

• Procurement method (e.g., framework) • Contract start date • Contract expiry date (please specify fixed end date vs option to extend/rolling contract) • Total contract value (if available) • Integration with PAS/EPR (please specify if outbound only – e.g., patient demographics, clinic work list – or outbound and inbound, e.g., document return) • Key internal stakeholder role/title • Desired features not currently delivered (optional) • Average number of video appointments per month/year • % of virtual/remote consultations conducted using video vs telephone	
6. Health Information Systems Name of supplier & product of the following HIS: • PAS (Patient Administration System) • EPR (Electronic Patient Record) • eDMS (Electronic Document Management System) • RIS (Radiology Information System) • LIMS (Laboratory Information Management System) • e-Correspondence (e.g. Docman) • Hybrid Mail (e.g. Synertec, Healthcare Communications) • Patient Portal (e.g. Patient Knows Best)	

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make

a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

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transforming lives...for a better Bolton