

Homerton University Hospital NHS Foundation Trust
Hackney College
Defoe Building, Room 10
50 Hoxton Street
N1 6LP

Date 29th March 2016

Email: foi@homerton.nhs.uk

Dear Sir or Madam,

Ref: FOI 2368

Thank you for your recent Freedom of Information request regarding the service the Trust uses for letter transcription.

The Trust can provide the following information:

1. Does your NHS Trust use any outside company, individual or organisation to transcribe patient letters, records or any other patient information? If so:

Yes we use an outside organisation for transcribing patient clinic letters following dictation across some services

2. Please give the names of the companies/ individuals/ organisations used, their addresses and the countries in which they are based.

ScribeTECH (UK) Ltd, 15 Colman House, Empire Square, LONDON SE20 7EX Tel : 020 8659 0800 Fax : 0845 528 1082 info@scribetech.co.uk the company is based in the UK. However the transcription takes place in India Bangalore; 206/207 Shreshtabumi, 87 KR road, Basavanagudi, Bangalore, 560004 India.

3. Please give the dates during which they have been employed to carry out these services by your Trust.

July 2014 - to present

4. Please state exactly what services the company/ individual/ organisation is contracted to do for the trust.

Integrated Medical Rehabilitation Service (IMRS) - rheumatology, Gastroenterology, Trauma and Orthopaedics, Extended Scope services Locomotors
Surgery Women Sexual Health (SWSH) - OMF, ENT, General Surgery
Children Services, Diagnostic and Outpatient (CSDO) - Paediatric acute services

5. In what form is the patient information sent to the company/ individual/ organisation?

The ScribeTECH ISO27001 and DP Act Compliance policy states: 'no patient identifiable information ever comes to the ScribeTECH centre in India as this information is anonymised a unique patient ID. The minimal information used to be able to identify the letters and ensure they are attributed to the correct patients will be PAS number and date of birth.

6. On how many occasions was patient information sent to the company/ individual/ organisation? Please give the figure for each of the past three years.

None - The ScribeTECH ISO27001 and DP Act Compliance policy states: 'no patient identifiable information ever comes to the ScribeTECH centre in India as this information is anonymised with a unique patient ID.

7. How much money has been paid to the company/ individual/ organisation? Please give the figure for each of the past three years.

We can only provide information for 2015/2016 Financial year: £70,165.22 was paid to ScribeTech.

8. How many complaints have you received about the standard of the work by this company/individual/organisation, if any? Please give figures for each of the past three years.

6 complaints have been made since 2014 - 1 clinician in Extended Scope services, 1 consultant in Podiatry, 2 secretaries in Paediatrics and 2 paediatric consultants

9. On how many occasions has this data been lost or misplaced by the company/ individual/ organisation? Please give figures for each of the past three years.

None

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk, in the first instance. If following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

Mohamed Uddin
FoI Administrator

Mike Dunne
Information Governance Manager