

Reference Number: FOIAH2425/625
From: Private Individual
Date: 03 February 2025
Subject: Backlog of outpatient clinical letters awaiting completion

Q1 What is the total backlog of outpatient clinical letters awaiting completion as of January 2025? (I am interested in the operational backlog only and do not require data on older letters that may be duplicates or contain errors.

A1 During January 2025 all letters were created within 7 days of outpatient activity. Between January to November 2024 the average turnaround time from outpatient appointment to letter creation was 2.16 days.

Q2 What was the total expenditure on temporary administrative staff in the past financial year?

A2 Information not held - transcription service has not employed any temporary administrative staff in the past 12-month period.

Q3 What was the total expenditure on (external) transcription or voice recognition services in the past financial year, if applicable?

A3 External transcription cost during 2023/24: £172,167.66

Q4 If applicable, when is the current contract for (external) transcription or voice recognition services set to expire?

A4 31/03/2025

Q5 Is the trust currently exploring or actively pursuing the implementation of ambient AI or AI-powered transcription services?

A5 Yes