

**Information Governance**

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Tel: 0845 219 1269  
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Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

1 December 2017  
Reference no. 17180256

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 6 November, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

**Request and Response:**

Please advise for each of the years 2014, 2015 and 2016:

1: What dictation and audio typing service the Trust currently uses. BigHand

2: How long is the contract for and when is it up for renewal. 36 months, 16.02.2020

Also would it be possible to have any details on the contact person who we can discuss the services with?

<https://www.oxfordhealth.nhs.uk/about-us/procurement/>

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 me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance