

Our ref: IG/FOI/FOI.342.25

24 June 2025

Sent via email to: [REDACTED]

Dear [REDACTED]

## Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 29 May 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

For ease of reference your request is set out below and my response follows.

### Your Freedom of Information (FOI) Request:

I would like to make an FOI request in relation to the following technologies.

Q1. Are you currently utilising ambient voice / ambient scribe/dictation technologies or a similar technology?

Q2. If yes, please can you state the name of the supplier(s) used across your organisation?

Q3. If this hasn't been pursued at ICB level, are you aware of any practices across your organisation procuring these solutions on an individual basis? If so, please can you provide the name of these solutions/providers, and your understanding of how the software is being utilised by the practice(s) - i.e. use-case.

Q4. If this has been perused at an ICB level, please can you provide the following details:

- Contract value
- Contract start/end-date
- How the software is being utilised and the key use case and service utilising it.
- Person responsible for the contract and/or pilot scheme used.

Pencadlys  
Tŷ Glasbury, Ysbyty Bronllys,  
Aberhonddu, Powys LD3 0LU  
Ffôn: 01874 711661



Headquarters  
Glasbury House, Bronllys Hospital  
Brecon, Powys LD3 0LU  
Tel: 01874 711661

If any of this request is outside the scope of the FOIA, please answer what you can and advise and assist on the best way to uncover the remainder of the information.

Powys Response:

Q1. I can confirm Powys Teaching Health Board (PTHB) are utilising ambient voice/ ambient scribe/ dictation technologies.

Q2. Please see the list below for the suppliers used across PTHB:

- Clanwilliam Dictate IT
- Philips SpeechExec
- Olympus Dictation
- Nuance Dragon

Q3. I can confirm that Wales does not operate as an Integrated Care Board. As such, PTHB does not have information on dictation services being used by local GP surgeries. For GP data, you will need to contact the GP Practices directly for this information. The link below provides Powys GP contact details:

[General Practices - Powys Teaching Health Board \(nhs.wales\)](#)

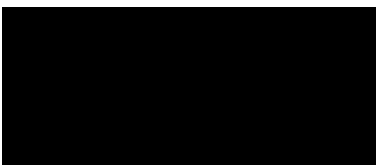
Q4. Wales does not operate as an Integrated Care Board. As such, PTHB does not have information on dictation services being used by local GP surgeries.

PTHB has a single contract with DictateIT worth £14,889.60. The contract is from 1 January 2025 to 31 December 2025. The software is being utilised by several teams to support the writing of letters to patients and care providers. If you require further information regarding the contract please email: [Powys.digital@wales.nhs.uk](mailto:Powys.digital@wales.nhs.uk)

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via [Powys.FOI@wales.nhs.uk](mailto:Powys.FOI@wales.nhs.uk)

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



**David Owen**  
**Chief Technology Officer**

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.