

Contact us

If you would like to discuss your Digital Dictation/Transcription needs with us, please contact:

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Digital Dictation and Transcription Services



Who are we?

NTW Solutions Limited is a private company of around 600 staff. We are wholly owned by Northumberland, Tyne and Wear NHS Foundation Trust as a subsidiary company and are therefore part of the NHS family of organisations.

As well as our Transcription and Digital Dictation Service we also offer high quality Car Leasing, Estates, Facilities, Pharmacy and Transactional Services such as Procurement, Workforce and Financial Services.



What is Digital Dictation?

We operate a Digital Dictation/ Transcription Service from our offices in Sunderland.

This team of **dedicated and experienced staff** offer a complete and **accurate, end to end, 24/7 service** both internally to our own Trust and to other external organisations.

We take the words dictated by clinical staff and turn them into notes **saved direct to the patient's record** – no need to copy and paste, no need to spend hours typing notes – once dictated, a quick validation check is all that is needed, saving clinical time that can be used to deliver patient care.

What are our turnaround times?

We offer two services:

Urgent - 4 hour turnaround

Routine - 1 day turnaround

Why use us?

- Save clinical time for clinical work – not for typing notes.
- End to end service – notes saved direct to patients' records, no need to copy and paste.
- Rapid turnaround times.
- Accuracy guaranteed (>98%).
- Confidence your information is safe – we work to NHS Information Governance Standards and all data remains in the UK.

Pricing

NTW Solutions Limited has one standard pricing structure for ALL our customers.

- Non-urgent progress notes – £0.28p/line
- All other documents – £0.34p/line
- All urgent work £0.34p/line

(One line = 25 words. Service complete 77 lines of simple/64 lines of complex work/hour)