

5 May 2026

Cost information on outsourced letter transcription for the last 3 years?

1. Please can you provide cost information on outsourced letter transcription for the last 3 years?

The Belfast Health & Care Trust does not outsource letter transcription; letters are typed by Trust staff.

2. Please can you provide the number of letters by month not meeting a turnaround time of 7 days for the last 3 years?

It is not possible to run a report to provide a significant response, the Trust can only run a snapshot report at a point of time.

3. Please can you provide the annual number of documents in backlog for the last 3 years?

The current number of letters which have been created more than seven days ago for each of the last 3 years is shown in the table below

Year created	Number of unsent letters
2024	2,665
2025	3,936
2026	7,119