

Department of Psychological Medicine
Imperial College London
Reynolds Building,
Charing Cross Campus
St. Dunstons Rd.
London W6 8RP

Phone: 0207 386 1226
e-mail: deborah.rutter@imperial.ac.uk
Dr Deborah Rutter
BSc(Econ)Hons, PhD

Ms Dee Briston,
DeeWP & Audiosec,
32a Creekmoor Lane,
Creekmoor, Poole,
Dorset. BH17 7BS

29th September, 2006

Dear Dee,

Reference recommending your service

I am sending you this reference at this point as I am drawing to the end of my employment at Imperial College, and moving to the Department of Health.

For the past seven years, I have practised as a qualitative researcher working in a wide area of health services policy, concentrating on areas of service provision and organisation in mental health and substance misuse. My work involves lengthy interviews involving complex interventions and specialised vocabulary. As far as I can recall, you have been providing transcription services to colleagues at Imperial for some years, as this was how I found out about your service, and to myself for at least five years. During this time, the transcriptions you have made for me have been of a consistently high quality, which is vital to the success of the analysis process. I have been able to dictate and adjust the specification to suit my methods of analysis, and decide on the date for return, and the deadlines specified have always been met. I have also been supported by your company to change my recording methods to digital technology, sending the files through the internet portal and receiving them back by e-mail, and this has worked flawlessly: as something of a technophobe, I am grateful to have been encouraged into the 21st century!

My final study at Imperial has been a complex 3 year study of 15 national pilot services, generating almost 100 interviews, and with the inevitable push on resources, my ability to rely on you to manage these outputs securely and competently has been really important to delivery of the report. As such projects now rarely fund sufficient administrative support, I would consider that the project management services currently being developed by your company could make a valuable contribution to the success of any research project.

I would not hesitate to recommend DeeWP/Audiosec, and wish you every success in the future. Should the opportunity arise, I will certainly use the service again.

Yours sincerely,

Deborah Rutter
Research Fellow, Imperial College