

Request title:
Appointment Reminder System

Date of Response: 06th January 2017

Further to your Freedom of Information request, the Trust has answered your questions in the order they appear in your request.

Request and reply

Please provide details of the Appointment Reminders system in place:

1. Do you use an appointment reminder service for: (please circle):
Outpatients
2. Do use an internal integrated PAS system or external provider for your Appointment reminder service? Please state the name of the integrated PAS system or external provider used.
External supplier called ERS Medical part of Stericycle
3. What channels do you use to remind patients about their appointments?

Communication Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	N		
IVR/IVM	Y		
Agent calls	Y		
Email	N		
Letters	N		
Other: (please state)			

Between November 2015 and October 2016 221,641 patients have been called. The Trust is not prepared to release the cost per unit as it deems this information to be commercially sensitive. Therefore it is withholding this under section 43 of the Freedom of Information Act. Please see the full refusal notice at the bottom of the email.

4. Do you use agent callers to remind patients over a certain age about their appointment?
Yes patients over 70 years old automatically receive an agent call.
5. If home based, what security measures are in place to prevent home-based agent callers from replicating data locally?
N/A
6. Can patients cancel or rearrange appointments using the reminder service?
Yes
7. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?
Continued Running:
Sara Biddulph, NHS E-Referral Service Performance & Development Manager
Sally Helmore, Head of Access

Implementation:
Peter Page, IMT Project Manager
Liam Faulkner, IMT Project Manager

8. If a patient does not respond to a reminder or answer a phone call, can your service make further attempts?

Yes

9. Monthly numbers of patients reminded/contacted a month?

In November 20,890 patients were contacted

Supplier details

10. Appointment reminder supplier of the above services:

ERS Medical, part of Stericycle

11. Expected contract length?

2 ½ years left to run

12. Contract review date:

2019

13. Details of the implementation costs and annual on-going support costs:

The original implementation costs have not been clearly recorded. Annual Maintenance costs are £7380.00

14. Details of the processes followed to procure the reminder service?

Procured from framework SBS/13/CR/WFD/7715/01

15. Details of the channels used to publish the notification of procurement for the Reminder service?

The Trust used the SBS Framework and became associate members of this particular framework

Refusal Notice - Section 43:

The Trust has declined to provide you with the information requested under exemption 43, section (2) of the Freedom of Information Act, which states that:

2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)