

Freedom of Information Act 2000 disclosure log entry

Reference

22-23095

Date sent

12/08/22

Subject

Contact Centre, Patient Transport, Digital Transformation

Details of enquiry

1. Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?
2. If yes which services are outsourced and how many staff deliver each of these services?
3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?
4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?
5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?
6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?
7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?
8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?
9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?
10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?
11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?
12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?
13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?

Response sent

1. Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?
No
2. If yes which services are outsourced and how many staff deliver each of these services?
Not applicable – see response to Q1 above.

3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?
Not applicable – see response to Q1 above.
4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?
Not applicable – see response to Q1 above.
5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?
Not applicable – see response to Q1 above.
6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?
Not applicable – see response to Q1 above.
7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?
No
Not applicable – see response to Q1 above.
8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?
No
9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?
The Trust does not provide Patient Transport Services
10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?
No
11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?
We cannot answer this question. The Freedom of Information Act (FOIA) applies to recorded information that exists at the time of the request. It does not require an authority to provide opinions or answer questions where this would involve the creation of new information, and this question can only be answered by providing speculative information and creating new information.
12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?
- | | 2018/19 | 2019/20 | 2020/21 | 2021/22 |
|--------------------------------------|---------|---------|---------|---------|
| Individual patients seen during year | 12,077 | 12,515 | 11,355 | 11,963 |
13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?
The Director of IM&T, IMTmanagementTeam@tavi-port.nhs.uk
The Trust is currently reviewing all expenditure as part of a strategic review and the budgetary limits are currently under review and not published.