

## Freedom of Information Act 2000 disclosure log entry

### Reference

16-17248

### Date sent

07/12/2016

### Subject

Patient Appointment Reminders

### Details of enquiry

Please provide details of the Appointment Reminders system in place:

- Do you use an appointment reminder service for: (please circle):  
Inpatients                      Outpatients                      Diagnostics                      Day case  
Other(s):
- Do you 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.
- 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			
IVR/IVM			
Agent calls			
Email			
Letters			
Other: (please state)			

- Do you use agent callers to remind patients over a certain age about their appointment?
- If home based, what security measures are in place to prevent home-based agent callers from replicating data locally?
- Can patients cancel or rearrange appointments using the reminder service?
- 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?
- If a patient does not respond to a reminder or answer a phone call, can your service make further attempts?
- Monthly numbers of patients reminded/contacted a month?

#### Supplier details

- Appointment reminder supplier of the above services:
- Expected contract length?
- Contract review date:
- Details of the implementation costs and annual on-going support costs:
- Details of the processes followed to procure the reminder service?
- Details of the channels used to publish the notification of procurement for the Reminder service?

## Response Sent

1. Outpatients
2. Intellisoftware Ltd for sms messages only
3. Patient Reminders are sent out via any combination of email and or letter.
  - a. In addition, the CYAF (Children, Young Adults and Families) department sends SMS messages.
  - b. The quantity of patient reminder communications is unknown, as this data is held in individual patient files and in emails.
  - c. To manually extrapolate this data by examining the individual records of all patients and team mailboxes would exceed the time and resources that we can allocate to the answering of Freedom of Information requests, as required by the FOI Act 2000.
  - d. Unit costs for sms is 4.1p/per text.
  - e. We do not hold data on the costs to us of individual phone calls and letters.
4. No
5. n/a
6. Yes via phone calls and letters, but with SMS messages only when replying to received messages
7. David Wyndham Lewis, Director IM&T
8. No
9. We do not collate this data.
10. Intellisoftware Ltd
11. Currently on Pay as you go
12. Ongoing
13. We do not hold this data.
14. n/a
15. na/