

# Freedom of Information Act 2000 disclosure log entry

## Reference

## Date sent

## Subject

## Details of enquiry

1. Does your organization presently use and/or endorse a RPA/IA (*description of this detailed above*) to automate manual, rule-based processes?  
If the answer is **NO** –
  - 1.1 Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity & to improve repeatable business outcomes?
  - 1.2 If the organisation is **not** considering RPA technology – is there a reason why this is not being considered?
    - Perceived expense
    - Concerns about how existing administrative staff would accept this
    - This is the first time we have heard about RPA/ IA
    - Other reason ( please feel free to comment )
  - 1.3 If the answer is **YES** – RPA/IA **is currently being used** in the organisation - could you please detail
    - 1.3.1 The system type/name/supplier
    - 1.3.2 What it is used for (or has been used for) and by what department, examples below –
      - Outpatient Services
      - Data Migration
      - Improving Referral to Treatment (RTT) processes
      - Onboarding / Off-Boarding staff
      - Back office / Finance related process automations
      - Other (please comment) –
    - 1.3.3 How did the existing human workforce react to tasks being replaced by automation?
      - Good, they welcome the changes
      - Bad, they felt threatened
      - Indifferent
      - Not sure – no feedback
      - Other – please comment
    - 1.3.4 When did your RPA/ IA system come into use and when does the contract expire?
    - 1.3.5 How much does this new technology cost the organisation & if applicable, how many robots are employed?
    - 1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially or as regards patient safety/management?
2. Who is the main person(s)/ decision maker (s)or team – who would probably be responsible (or is responsible) for the decision to use RPA/IA in your organization? - Name/title/ contact details

## Response Sent

1. Does your organization presently use and/or endorse a RPA/IA (*description of this detailed above*) to automate manual, rule-based processes?  
**First project start is imminent – not currently in use.**
- 1.3 If the answer is **YES** – RPA/IA **is currently being used** in the organisation - could you please detail
  - 1.3.1 The system type/name/supplier  
**Platform provided by Eggplant**
  - 1.3.2 What it is used for (or has been used for) and by what department, examples below –
    - Outpatient Services
    - Data Migration
    - Improving Referral to Treatment (RTT) processes
    - Onboarding / Off-Boarding staff
    - Back office / Finance related process automations
    - Other (please comment) –  
**Synchronisation of appointment activities between EPR and Scheduling systems**
  - 1.3.3 How did the existing human workforce react to tasks being replaced by automation?
    - Good, they welcome the changes
    - Bad, they felt threatened
    - Indifferent
    - Not sure – no feedback
    - Other – please comment  
**Not applicable to date – no human reallocation as automated tasks are new process requirements.**
  - 1.3.4 When did your RPA/ IA system come into use and when does the contract expire?  
**Contract start is imminent with up to three year term.**
  - 1.3.5 How much does this new technology cost the organisation & if applicable, how many robots are employed?  
**£14,000 for the licenses for first phase. N/A for number of robots employed.**
  - 1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially or as regards patient safety/management?  
**Not due yet – will be undertaken as part of proof of concept close later this year**
2. Who is the main person(s)/ decision maker (s)or team – who would probably be responsible (or is responsible) for the decision to use RPA/IA in your organization? - Name/title/ contact details  
**David Wyndham Lewis, Director of Transformation and Technology**