

Freedom of Information Act 2000 disclosure log entry

Reference

19-20203

Date sent

08/11/2019

Subject

Outsourced Patient Communications

Details of enquiry

I hereby, under the Freedom of Information Act, request information on the services outsourced by your Trust for Patient communications.

For clarity please provide data from the past calendar year (01/8/2018 to 31/07/2019), if this is not available please provide for the most recent financial year.

Response Sent

Question	Response			
Do you use a Patient Appointment reminder service	HealthComm			
What channels do you use to remind patients about their appointments?	Channel Type	Annual Volume	Cost Per Unit	
	SMS	40000	2p	
	IVR / IVM			
	Agent Calls			
	Email			
Posted Letters				
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	N			
Can Patients cancel or rearrange appointments using the reminder service?	Y, however some services prefer patient to call back to further appointment can be booked.			
When is the Appointment reminder contract due for review	30/1/2020 (further 2 years extension is allowed under the current terms)			
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	Providers Name	Annual Volume	Cost Per Unit	
When is the Hybrid Mail contract due for review				
Do you currently outsource your Friends and Family Test	Not outsourced – Internal team use a survey tool for this purpose.			
What Channels do you currently use for Friends and Family Test	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
	SMS			
	IVR / IVM			
	Agent Calls			
	Email	S	650	n/a
	Paper Based	Y	1500	
Tablet / iPad				
When is the Friends and Family Test contract due for review	Annual survey subscription			
Do you use any other messaging? Pre-Op: Messages relating to what patients need to do pre-operation. Post-Op: Medication reminders, general advice. Key Patient Messages: Mental Health / Maternity support, Smoking cessation etc Broadcasts: bad weather / Incidents / appointment cancellations to staff and or patient	Service Type	Channel Type	Annual Volume	Cost Per Unit
	Pre-Op			
	Post-Op			
	Key Patient Messages			
	Broadcasts	Website, emails		
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	£3000 annual subscription			
Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Muhammad Akram, Asst. Director of IMT			