

Freedom of Information Act 2000 disclosure log entry

Reference

19-20409

Date sent

09/03/2020

Subject

Booking System , Bank Staff, Paging And Telecoms

Details of enquiry

My request is in 4 parts. Please tell me:

Part 1

1. What appointment booking and reminder system(s) does the Trust use, providing in each case:
 - a. name of system and name of supplier
 - b. contract start and end dates
 - c. £K contract value per annum
2. How much is spent per annum on sending appointment letters?
3. How much is spent on SMS text messages per annum for appointment reminders?
4. How many DNAs were there for 2018/2019 and what did this cost the Trust?
5. Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?

Part 2

6. What e-rostering and bank staffing system(s) does the Trust use, providing in each case:
 - a. name of system and name of supplier
 - b. contract start and end dates
 - c. £K contract value per annum
7. How much is spent on SMS text messages per annum for bank staffing?
8. Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?

Part 3

9. What long and short range paging system does the Trust use, providing:
 - a. name of system and name of supplier
 - b. contract start and end dates
 - c. £K contract value per annum
10. Is the Trust actively considering reducing paging costs by the use of mobile apps?
11. Who in the Trust is responsible for the paging system, by Name, Job Title and email address?

Part 4

12. What systems does the Trust use for:
 - a. PBX
 - i. How many extensions do you have?
 - b. Switchboard / Operator Console
 - i. How many positions do you use?
 - ii. What is the Annual Contract/Maintenance value?
 - c. Contact Centre

- i. How many seats are in use?
 - ii. What is the Annual Contract/Maintenance value?
- d. Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?
- e. Staff Directory
- f. Call Logging
- g. Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?

Response Sent

Part 1

1. What appointment booking and reminder system(s) does the Trust use, providing in each case:
 - a. name of system and name of supplier
CareNotes – Advanced Health Care, this is part of our electronic patient record system and not a stand alone booking system
2. contract start and end dates
15/07/2017 – 30/04/2024
3. £K contract value per annum
Not applicable as the booking of appointments is just one aspect of this system. The overall cost of the electronic patient record system is in excess of £80k per annum
4. How much is spent per annum on sending appointment letters?
We do not hold our data in this way, and are unable to extract a figure for this. Most appointments are made verbally and followed up by a CareNotes driven SMS reminder.
5. How much is spent on SMS text messages per annum for appointment reminders?
We do not hold our data in this way, and can not identify a monetary sum for this.
6. How many DNAs were there for 2018/2019 and what did this cost the Trust?
Under Section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. We believe that this information, is already publicly available on the Trust's website, within our FOI Disclosure Log section, which may be reached via : [FOI 19-20100 Patient DNA Management](#)
7. Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?
This role is undertaken by clinicians and admin staff and form part of updating the patient's electronic record.

Part 2

6. What e-rostering and bank staffing system(s) does the Trust use, providing in each case:
 - a. name of system and name of supplier
 - b. contract start and end dates
 - c. £K contract value per annumBank staffing is operated manually by HR staff and the Trust does not operate an e-rostering or shift work system.
7. How much is spent on SMS text messages per annum for bank staffing?
We do not hold our data in this way, and can not identify a monetary sum for this.
8. Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?
Craig de Sousa, HR Director and Company Secretary, cdesousa@tavi-port.nhs.uk

Part 3

9. What long and short range paging system does the Trust use, providing:
- name of system and name of supplier
 - contract start and end dates
 - £K contract value per annum

The Trust does not operate a paging system. We are not an acute Trust.

10. Is the Trust actively considering reducing paging costs by the use of mobile apps?
Not applicable. See response to question 9 above

11. Who in the Trust is responsible for the paging system, by Name, Job Title and email address?
Not applicable. See response to question 9 above.

Part 4

12. What systems does the Trust use for:
- PBX
 - How many extensions do you have?
 - Switchboard / Operator Console
 - How many positions do you use?
 - What is the Annual Contract/Maintenance value?
 - Contact Centre
 - How many seats are in use?
 - What is the Annual Contract/Maintenance value?
 - Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?
 - Staff Directory
 - Call Logging

Under Section 21 of the FOI Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. We believe that the information you have requested above in questions 12a-f is already publicly available on the Trust's website, within our FOI Disclosure Log section, which may be reached [via FOI 18-19338 Network and Telecoms Information](#)

- g. Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?
Jon Rex, Interim IM&T Consultant, jrex@tavi-port.nhs.uk