

Please provide details of the Appointment Reminders system in place:

1. Do you use an appointment reminder service for: (please circle):

Inpatients

Outpatients

2. Do 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.

External – Netcall Reminder

3. 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	Y	approx 600,000 OP/IP and Imaging appt reminder per annum	£0.01
IVR/IVM	Y	N/A	N/A
Agent calls	N/A	N/A	N/A
Email	N/A	N/A	N/A
Letters	N/A	N/A	N/A
Other: (please state)	N/A	N/A	N/A

4. Do you use agent callers to remind patients over a certain age about their appointment?

No

5. If home based, what security measures are in place to prevent home-based agent callers from replicating data locally?

NA

6. Can patients cancel or rearrange appointments using the reminder service?

No

7. 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?

Jane Boughey – Outpatients manager

██████████ OPD Systems Administrator-

Some information above has been redacted. This is because it is exempt under section 40(2) of the FOI Act: *personal information*. The Trust has a policy not to release the names of staff under a band 7 therefore this individual's name has not been released.

8. If a patient does not respond to a reminder or answer a phone call, can your service make further attempts?

Yes

9. Monthly numbers of patients reminded/contacted a month?

Approx 50,000 OP/IP & Imaging Appointments per month

Supplier details

10. Appointment reminder supplier of the above services: Netcall

11. Expected contract length? Annual Renewal

12. Contract review date: 31st March 2019

13. Details of the implementation costs and annual on-going support costs: Paid as part of the annual maintenance contract for all netcall services (not just outpatient reminder service) so we are not able to quantify

14. Details of the processes followed to procure the reminder service? Standard Trust procurement processes adhered to for sourcing, purchase and implementation of the system

15. Details of the channels used to publish the notification of procurement for the Reminder service?

Contract awarded via the Crown Commercial Services Framework - RM1045 Network Services

