

Question 20190919 FOI ref 332-1920	Required Response	Response				
Do you use a Patient Appointment reminder service	Y/N, if Yes please provide either the name of an internal PAS system or the Company name of the external provider	Netcall Appointment Reminders				
What channels do you use to remind patients about their appointments?	For each Channel type please state annual volume and cost per unit, if you do not use a certain channel type please leave blank	Channel Type	Annual Volume	Cost Per Unit		
		SMS	401476	Unable to break this down		
		IVR / IVM	401476	Unable to break this down		
		Agent Calls	Not applicable	Not applicable		
		Email	Not applicable	Not applicable		
		Posted Letters	Not applicable	Not applicable		
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	Y/N – If Y please state what combination of channels do you use and who is the provider	3 Reminder Calls and 1 Reminder SMS. Appointment Letter also sent to patients.				
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	Y				
When is the Appointment reminder contract due for review	Please state review date	April 2020				
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	Y/N - If Y please provide the Providers name, annual volume and cost per unit. If the system you use is internal please put internal.	Providers Name	Annual Volume	Cost Per Unit		
		Not applicable	Not applicable	Not applicable		
When is the Hybrid Mail contract due for review	Please state review date					
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider	Netcall for A&E only				
What Channels do you currently use for Friends and Family Test	Please put a Y next to the relevant channel type used for Patient surveys and a S next to the channel type used for Staff surveys (separated by a /) Then provide the annual volume and cost paid per unit for each of Patient and Staff (separated by a /)	CHANNEL TYPE	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
			SMS	N	Not applicable	Not applicable
			IVR / IVM	Y	As above	As above
			Agent Calls	N	Not applicable	Not applicable
			Email	N	Not applicable	Not applicable
			Paper Based	N	Not applicable	Not applicable
			Tablet / Ipad	N	Not applicable	Not applicable
When is the Friends and Family Test contract due for review	Please state review date	April 2020				
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,	If used state: channel used, annual volume, cost per unit.	Service Type	Channel Type	Annual Volume	Cost Per Unit	
		Pre-Op	Not applicable	Not applicable	Not applicable	
		Post-Op	Not	Not applicable	Not applicable	

Smoking cessation etc Broadcasts: bad weather / Incidents / appointment cancellations to staff and or patient			applicable		
		Key Patient Messages	Not applicable	Not applicable	Not applicable
		Broadcasts	Not applicable	Not applicable	Not applicable
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	Please state what the fee is for and how much you pay (inc one off set up charges)	Not applicable			
Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Name, role (contact details if applicable)	Head of Service Delivery, IM&T, 01782 672472.			

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