



Ref: FOIA Reference 2023/24-345

Date: 15<sup>th</sup> September 2023

Email [foi@uhn.nhs.uk](mailto:foi@uhn.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 31st August 2023 requesting information under the Freedom of Information Act (2000) regarding Robotic Automation

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Please could you kindly assist by answering the following questions regarding your Trusts use of RPA (Robotic Process Automation) under the freedom of information act.**

**Process Robotic Automation is a productivity tool that can mimic, emulate and automate repetitive, high -volume, labour intensive processes including data entry, data extraction and assigning data to/from different applications.**

**1. Does your Trust currently used RPA (Robotic Process Automation)**

A1 Yes

**Q2 Which departments within your Trust currently use RPA (Robotic Process Automation)**

A2 RPA is operated and managed within IM&T for UHNM Automations exist across multiple locations, some of which touch on all departments. Primary Processes have been developed for: Waiting List; Imaging Dept; IT Dept; PAS Process automations.

**Q3 Who supplies your licensing for Robotic Process Automation**

A3 Digital Workforce

**Q4 How many bots have your purchased and over what period?**

A4 5 production Bots – April 2022 to March 2025

**Q5 Who provides the professional development? is this in house or an external provider and if so, who?**

A5 In house developers. External support through Digital Workforce which includes platform support. Process support and development support on needs basis.

**Q6 What is your total yearly budget spend on RPA in FYE 21/22**

A6 £150,192

**Q7 What is your predicted spend on RPA for FYE 22/23**

A7 £150,192

**Q8 Which departments have been identified for RPA projects**

A8 Further pending development: Pre-Ams, IM&T, OP Appointment Outcomes

**Q9 Is the Trust intending to expand the use of RPA**

A9 Yes .

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are

still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records