



Ref: FOIA Reference 2021/22-083

Royal Stoke University Hospital  
Data, Security and Protection  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 21<sup>st</sup> May 2021

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

Dear,

I am writing to acknowledge receipt of your email dated 07.05.21 requesting information under the Freedom of Information Act (2000) regarding the Trust's use of **RPA** (Robotic Process Automation).

***The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.***

***However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.***

***We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.***

***The Information Commissioners Office has recognised the current situation in the NHS***

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 assist by answering the following questions regarding your Trusts use of RPA (Robotic Process Automation), under the freedom of information act.**

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

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

A1 Yes

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

- A2 Imaging Department (eg X-Ray); Clinical Areas (eg Patient Referrals); Information Services; IM&T; Outpatients; Data Quality. We are actively rolling out automations continuously.
- Q3 Which commercial partner is your Trust currently using?**
- A3 BluePrism
- Q4 Is the Trust intending to expand the use of RPA (Robotic Process Automation) ?**
- A4 Yes, we have instigated an internal team of RPA Developers and RPA development is a recognised formal Trust Project working with other core teams in identification of opportunities, process mapping, build test and deploy.
- Q5 Total Budget spent on RPA (Robotic Process Automation) in FYE 20/21?**
- A5 £338K excludes VAT
- Q6 Forecasted investment in RPA (Robotic Process Automation) in FYE 21/22?**
- A6 £110K excludes VAT (Platform licence)
- Q7 Which departments have been identified for RPA projects?**
- A7 UHNM has identified 100 applications covering most areas of the Trust, Clinical and non-Clinical areas.
- Q8 The name of the Trusts current TIE (Trust Integration Engine)**
- A8 Rhapsody

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

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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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.

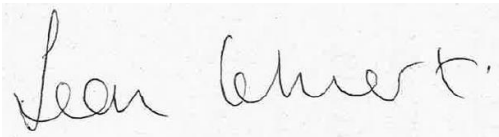
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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,



Jean Lehnert  
**Data, Security & Protection Manager**