



Ref: FOIA Reference 2022/23-266

Date: 5th September 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 15th August 2022 requesting information under the Freedom of Information Act (2000) regarding RPA.

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 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 Does your Trust currently use RPA (Robotic Process Automation)?

A1 Yes

Q2 Which departments within your Trust currently use RPA?

A2 See below:

- IM&T Development Teams for automation of data feeds
- IM&T Development Teams for enablement of processes within internal software solutions
- Imaging Directorate
- Outpatient Pre-AMS Directorate

- Vitals System - Corporate
- Lung Cancer Screening Team
- Extending into Emergency Department
- Service Desk – New starters

Q3 Which commercial partner is your Trust currently using?

A3 Digital Workforce – Roboshore / BluePrism

Q4 Is the Trust intending to expand the use of RPA?

A4 Yes

Q5 Total Budget spent on RPA?

A5 See below:

Financial Summary	2021/22	2022/23	2023/24	FYE
Revenue Cost (includes VAT)	£(38,340)	£(150,192)	£(150,192)	£(150,192)

Q6 Forecasted investment in RPA?

A6 See below:

Financial Summary	2021/22	2022/23	2023/24	FYE
Revenue Cost (includes VAT)	£(38,340)	£(150,192)	£(150,192)	£(150,192)

*Further expansion on platform will be costed per project when available capacity dictates a need. This will be funded per development from requesters budget when asking for RPA automation developments. We expect a need for expansion in 2023, it will not be funded through core RPA platform budget which encompasses a stock of robot workers stated above.

Q7 Which departments have been identified for RPA projects?

A7 Other than those departments listed above in A2 and below we do not have any other departments identified and prioritised for a formal RPA solution or project.

- Imaging
- Xray
- Lung Cancer Screening
- ERS (Choose and Book) Requests
- Pre-AMS Outpatient Clinics
- Patient Observations System
- Patient Demographics Trace Service

*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.

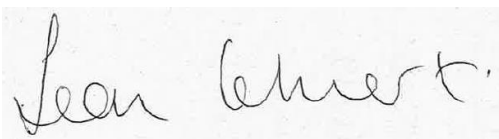
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

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



University Hospitals
of North Midlands
NHS Trust

