



Request under Freedom of Information Act 2000

**Request Ref: NGFOI 16/17: 241**

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 05/08/16.

I am pleased that we are now able to provide you with a response to your request as shown below.

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Your request:

Please provide details of the Board's current appointment reminder service supplier/system

**Response from Northampton General Hospital NHS Trust (NGH):**

**1. When the service was implemented and the specialties included?**

2010 – The system now covers all specialities, with some individual clinics exempt where appropriate

**2. Monthly values for the numbers of patients contacted/reminder?**

20k+ reminders per month

**3. Specific details of any aims/targets set of the reminder service and whether or not these have been achieved.**

The essential desired outcome is to introduce a flexible and secure patient reminder service that meets the requirements of the population of Northamptonshire. It must use the correct method of communication to suit different patient profiles.

The system does allow us flexibility to use various methods to communicate with our patients from SMS, Agent call or IVR if we wished.

The additional objective in 2016 was to incorporate 2 way SMS reminders for our patients instead of IVR. This was successfully implemented.

**4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation?**

No complaints have been brought to ICT's attention in relation to any technical difficulties with this service.

**5. Where are the servers used to process the appointment reminders located?**

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information that you have requested. This information would be held by our supplier who is contractually bound to comply with NHS standard terms and conditions.

**If the service uses SMS**

**6. Where are the SMS carriers servers located?**

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information that you have requested. This information would be held by our supplier who is contractually bound to comply with NHS standard terms and conditions.

**If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls; Not applicable**

**7. Where are the servers that undertake these calls located?**

Not applicable

**8. Do the IVR servers process patient identifiable data? Not applicable**

N/A

**If the service uses agent calls;**

**9. What percentage of the overall service outcomes are completed by an agent?**

Currently about 45% but aiming towards a target of 25% once SMS is fully embedded

**10. What information do agents have access to?**

The agents have access to the following information:

- Name
- Gender
- Date of Birth
- Reference Code
- Appointment Date
- Appointment Time
- Appointment Location
- Specialty
- Clinic Code
- Home Phone
- Mobile Phone
- Contact Phone
- Address

**11. Are all agents making the calls based in a call centre?**

In accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA), we do not hold the information that you have requested

**12. Where are the call centres situated?**

In accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA), we do not hold the information that you have requested

**13. If not what percentage of calls are made by home workers?**

In accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA), we do not hold the information that you have requested

**14. Geographically, where are the home based workers?**

In accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA), we do not hold the information that you have requested

**15. What security measures are in place to prevent home-based workers from replicating data locally?**

I can confirm on behalf of the Trust and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information that you have requested. This information would be held by our supplier who is contractually bound to comply with NHS standard terms and conditions.

**16. Are all home based staff CRB checked?**

All agents are CRB checked and fully trained by the suppliers of this service.

**17. Have you received any complaints at all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?**

No

**18. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Board?**

The service has been in place for some time. The technical implementation is automated and monitored on a daily basis by the ICT department. Outcomes of the patient reminders are monitored by each specialty service management team on a weekly basis. Both fall within the Operations Directorate.

**19. Do you have or have you considered any other uses for your reminder service? If so what are they?**

The Trust is piloting using the solution as part of the pre-operative assessment process before the patient attends site. We also use the system to provide Major Incident Alerts to key clinical staff.

**20. How do you keep personal information secure when transferring to a third party supplier?**

The Trust has a secure transfer server in place

**Please provide details of:**

**21. Supplier –**

Chronos ERS Connect

**22. Expected contract length –**

5 years from 1<sup>st</sup> April 2016

**23. Contract review date –**

October 2020

**24. Cost of contract -**

Cost dependent on volumes of appointment reminders sent

**25. Details of the implementation costs and on-going support costs.**

Implementation cost was £1200, on-going cost dependent on volumes of appointment reminders sent.

**26. Details of the processes followed to procure an appointment reminder service.**

SBS Framework SBS/13/CR/WFD/7715/01

**27. Details of the channels used to publish the notification of procurement, for an appointment reminder service.**

The Trust used the SBS Framework and became associate members of this particular Framework.