

Ref no: 022100919
 From: Commercial
 Date: 10/09/19
 Subject: Patient Appointment Reminder Service

REQUEST & RESPONSE

Question	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	Yes. Netcall as an external provider.			
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 SMS, IVR	Channel Type	Annual Volume	Cost Per Unit	
		SMS - Yes	600,000	*Refer to Endnote	
		IVR / IVM - Yes	600,000	*Refer to Endnote	
		Agent Calls	N/A	N/A	
		Email	N/A	N/A	
		Posted Letters	N/A	N/A	
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	Yes. Netcall, IVR and SMS.			
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	Yes.			
When is the Appointment reminder contract due for review	Please state review date	12/12/2019			
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	
		No – N/A	N/A	N/A	
When is the Hybrid Mail contract due for review	Please state review date	N/A			
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider	Yes – Healthcare Communications for patient FFT			
What Channels do you currently use for Friends and Family Test	CHANNEL TYPE	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
	Please put a Y next to the relevant channel type used for Patient surveys and a S next to the channel type used for	SMS	Y	948,284 outbound	*Refer to Endnote

	Staff surveys (separated by a /) Then provide the annual volume and cost paid per unit for each of Patient and Staff (separated by a /)			2018-19	
				111,272 inbound 2018-19	
		IVR / IVM	Y	104,812 2018-19	*Refer to Endnote
		Agent Calls	N	N/A	N/A
		Email	N	N/A	N/A
		Paper Based	Y	14,319 2018-19	*Refer to Endnote
		Tablet / Ipad	N	N/A	N/A
When is the Friends and Family Test contract due for review	Please state review date	December 2019 for patient FFT			
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, Smoking cessation etc Broadcasts: bad weather / Incidents / appointment cancellations to staff and or patient	If used state: channel used, annual volume, cost per unit.	Service Type	Channel Type	Annual Volume	Cost Per Unit
Pre-Op		N/A	N/A	N/A	
Post-Op		N/A	N/A	N/A	
Key Patient Messages		N/A	N/A	N/A	
Broadcasts		N/A	N/A	N/A	
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)	Yes. *Refer to Endnote			
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)	Jayne Johnson, ADM Patient Access for OPD Call/Text Reminder Sam Whelan, Patient Experience Manager, FFT Clare Jones, ADM Surgical Care for Pre Op			

*** The Trust considers your request to be exempt from disclosure in accordance with section 43.2 of the Freedom of Information Act as to release this information would, or would be likely to, prejudice the commercial interests of the Trust or of the person to whom this information relates. The Trust has applied the public interest test to this request and feels that the public interest in maintaining the exemption outweighs the public interest in disclosure.**

