

Ref no: 052040618
From: Public
Date: 04/06/18
Subject: Hospital appointment reminders

REQUEST & RESPONSE

Please provide details of the Appointment Reminders system in place:

1. Do you use an appointment reminder service for: (please circle):

Inpatients Outpatients Diagnostics Day case

Other(s):

2. Do use an internal integrated PAS system or external provider for your Appointment reminder service? Please state the name of the integrated PAS system or external provider used. **Netcall**

3. What channels do you use to remind patients about their appointments?

Communication Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	Y		
IVR/IVM	Y		
Agent calls			
Email			
Letters			
Other: (please state)			

4. Do you use agent callers to remind patients over a certain age about their appointment? **No**

5. If home based, what security measures are in place to prevent home-based agent callers from replicating data locally? **N/A**

6. Can patients cancel or rearrange appointments using the reminder service?

Yes

7. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust? Patient Access Associate Directorate Manager, St Helens and Surgical Care

8. If a patient does not respond to a reminder or answer a phone call, can your service make further attempts? Yes

9. Monthly numbers of patients reminded/contacted a month? 40,000

Supplier details

10. Appointment reminder supplier of the above services:

11. Expected contract length? 3 years

12. Contract review date: January 2021

13. Details of the implementation costs and annual on-going support costs:

Initial set up and server costs, £10,567 per annum

14. Details of the processes followed to procure the reminder service?

Evaluation of national framework suppliers

15. Details of the channels used to publish the notification of procurement for the Reminder service?

Via Contracts Finder or through a mini competition via one of the framework providers.