

<b>File reference</b>	W18FOI133
<b>Key words</b>	Patient Appointment Reminder Service
<b>Date of release</b>	23/08/2018
<b>Attachments</b>	No

## Freedom of Information Act Disclosure log - Reply Extract

You asked

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 Telecom Limited - iPM/CRIS/Tiara

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

The volume is the amount of contacts made and not the amount of patients.

Communication Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	Y	151692	£0.11p
IVR/IVM	Y	425163	£0.11p
Agent calls	N	NA	NA
Email	N	NA	NA
Letters	N	NA	NA
Other: (please state)	N	NA	NA

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?

We do not use agent callers

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

They can select the option to cancel or reschedule and either be transferred to the correct team during opening hours or the instruction will be actioned from a report.

**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?**

The Outpatient Appointment Centre is the system manager of Netcall which is the telephony system which runs our reminder service and the Outpatient Performance Manager is the Asset Owner.

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

Yes, it will call the home and mobile number if we have them three times (or less if patient responds) and texts them once.

**a. Monthly numbers of patients reminded/contacted a month?**

48071 - The volume is the amount of contacts made and not the amount of patients

**Supplier details**

**9. Appointment reminder supplier of the above services:**

Netcall Telecom Limited

**10. Expected contract length?**

Five year term

**11. Contract review date:**

December 2018

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

Yearly cost £64,909.80

**13. Details of the processes followed to procure the reminder service?**

Advertised OJEC on 27/08/2013 clarifications 09/12/2013

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

Tactica e-tendering portal

**Attachments included:** No