

**Information Governance Department**

Wrightington Hospital  
Hall Lane  
Appley Bridge  
Lancashire  
WN6 9EP

Tel: 01257 256335  
Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)  
Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

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Response Due: 17<sup>th</sup> Aug 2015

21<sup>st</sup> August 2015

Dear

## **INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

*Please provide details of the Trust's current **appointment reminder service** supplier/system:*

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

The SMS service was implemented in November 2011 and automated IVR reminders implemented June 2014. All specialties not deemed sensitive are included.

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

The Trust sends reminders for approximately 25,000 patient appointments per month.

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

The aim of the reminder service was to reduce Did Not Attends which has been achieved.

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

We have received no complaints about this service

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

The patient reminder scheduling system is hosted on the Trust's IT infrastructure.

### **If the service uses SMS**

6. *Do you use NHSmail or another?*

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Chief Executive: Andrew Foster CBE

NHSmail was used until the bulk SMS feature was closed to Acute Trusts, the Trusts now uses SAP Mobile Services

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

UK and France

***If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;***

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

The IVR servers are hosted within the Trusts Telephony infrastructure

9. *Do the IVR servers process patient identifiable data?*

Yes

***If the service uses agent calls;***

We do not use agent calls; questions 10 to 21 are all not applicable

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

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

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

13. *Where are the call centres situated?*

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

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

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

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

18. *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)?*

19. *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?*

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

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

***Please provide details of:***

22. *Supplier*

Patient Appointment Reminder service – developed in-house  
SMS gateway – SAP Mobile Services  
Automated IVR - Avaya

23. *Expected contract length*

SAP Mobile Services – 3 years

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*24. Contract review date*

SAP Mobile Services – May 2016

*25. Cost of contract*

SAP Mobile Services £0.021 per message

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

The implementation costs associated with the business case for the appointment reminder system were £73,250 with ongoing support of £3000 pa.

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

A business case was accepted to develop the patient appointment system in-house using the Trust's integration engine.

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

The appointment reminder service was developed in-house

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



**Rob Forster**  
**Acting Chief Executive**

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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