

Question	Response			
Do you use a Patient Appointment reminder service	Yes Avaya Telecoms			
What channels do you use to remind patients about their appointments?	Channel Type	Annual Volume	Cost Per Unit	
	SMS	420,000	0.23	
	IVR / IVM	50000	0.01	
	Agent Calls			
	Email			
Posted Letters				
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	Yes SMS, IVR			
Can Patients cancel or rearrange appointments using the reminder service?	Yes			
When is the Appointment reminder contract due for review	Annual renewal as part of the wider telephone system support contract.			
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	Providers Name	Annual Volume	Cost Per Unit	
	N/A			
When is the Hybrid Mail contract due for review	N/A			
Do you currently outsource your Friends and Family Test	No			
What Channels do you currently use for Friends and Family Test	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
	SMS	No		
	IVR / IVM	No		
	Agent Calls	No		
	Email	No		
	Paper Based	No		
Tablet / Ipad	No			
When is the Friends and Family Test contract due for review	31/03/2020			
Do you use any other messaging? <b>Pre-Op:</b> Messages relating to what patients need to do pre-operation. <b>Post-Op:</b> Medication reminders, general advice. <b>Key Patient Messages:</b> Mental Health / Maternity support, Smoking cessation etc <b>Broadcasts:</b> bad weather / Incidents / appointment cancellations to staff and or patient	Service Type	Channel Type	Annual Volume	Cost Per Unit
	Pre-Op	No		
	Post-Op	No		
	Key Patient Messages	No		
	Broadcasts	No		
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	N/A			
Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Granville Thomasson Systems Development Manager			