

Information Governance
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Ref: FOI2019/5656

Date Received: 16th September 2019

Response Due: 14th October 2019

8th October 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

I am writing to make an information request regarding Robotic Process Automation solutions used at your organisation. Please complete the FOI questions below. Robotic Process Automation (RPA) is software which can automate manual, computer-based tasks by using virtual workers which mimic the way humans interact with applications on a computer. As a result, RPA can drive efficiencies in corporate services by increasing productivity, reducing staff workload and generating cost savings.

RPA Budgets

1a. Does your organisation have a dedicated budget for investing in RPA? Is yes, please provide your organisations RPA budget for 19/20 - No

1b. To date, how much has the organisation invested in RPA solutions?

£0 for 2019/20

RPA Supplier

2a. Does your organisation use a third-party to provide an RPA software solution? If yes, please provide the name of the supplier (e.g. Thoughtonomy, Automation Anywhere, Uiopath, Blue Prism etc.)

Pharmacy use BD (formerly ARX)

2b. Please provide a brief description as to the project the RPA provider is undertaking/has undertaken at the organisation (e.g. reporting, system integration, tax management etc.) including which departments within the organisation this is/has been implemented.

Pharmacy Automation of dispensary at Wigan Infirmary.

2c. How many employees (headcount) are involved in the operationalisation of the RPA solution at your organisation post-implementation?

The current team involved work flexibly between procurement processes and the operational activities associated with the Pharmacy robot

2d. Please state the start and end date of the contract with the supplier.

Annual maintenance contract on rolling 12 month basis.

2e. Did the organisation use a framework to procure these services? If yes, please provide the name of the framework.

Via North West Collaborative Procurement Hub (Shared Business Services) Framework – Pharmacy Robotic Framework.

2f. Please provide detail on how the RPA provider has charged the organisation? (e.g. costing by development and consultancy day rates, annual/monthly license fees, additional fees for bespoke services)

Annual maintenance fee.

2g. What was the annual cost to the organisation for the provision of the RPA solution in 18/19? £17625

2h. Has your organisation seen any quantifiable benefits through the use of your RPA solution provider? Please provide details on the benefits achieved (e.g. reduced time spent on task by X%, saved X amount of hours per task per month, achieved savings of X amount)

1.5 wte staff working in distribution were not replaced when vacancies arose in 2008.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. 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,



Andrew Foster
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, Wrightington Hospital, Hall Lane, Appley Bridge, 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