Date: 03/07/2019

FREEDOM OF INFORMATION REQUEST 014893 - Intelligent Automation (IA) – RPA (Robotic Process Automation)

1. Does your organization presently use and/or endorse a RPA/IA (description of this detailed above) to automate manual, rule-based processes?   -   No
If the answer is NO –

1.1 Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity & to improve repeatable business outcomes?   -   Yes

1.2 If the organisation is not considering RPA technology – is there a reason why this is not being considered? - N/A
• Perceived expense
• Concerns about how existing administrative staff would accept this
• This is the first time we have heard about RPA/ IA
• Other reason (please feel free to comment)

1.3 If the answer is YES – RPA/IA is currently being used in the organisation - could you please detail   –   N/A

1.3.1 The system type/name/supplier

1.3.2 What it is used for (or has been used for) and by what department, examples below –
• Outpatient Services
• Data Migration
• Improving Referral to Treatment (RTT) processes
• Onboarding / Off-Boarding staff
• Back office / Finance related process automations
• Other (please comment) –

1.3.3 How did the existing human workforce react to tasks being replaced by automation? - N/A
• Good, they welcome the changes
• Bad, they felt threatened
• Indifferent
• Not sure – no feedback
• Other – please comment

1.3 4 When did your RPA/ IA system come into use and when does the contract expire? - N/A

1.3.5 How much does this new technology cost the organisation & if applicable, how many robots are employed? - N/A

1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially or as regards patient safety/management? - N/A

2. Who is the main person(s)/ decision maker (s)or team – who would probably be responsible (or is responsible) for the decision to use RPA/IA in your organization?   -   Name/title/ contact details
Trust Board of Directors – details can be found on the Trust website http://www.dgft.nhs.uk/about-us/board-ofdirectors/

Trust switchboard number 01384 456111

The Dudley Group NHS Foundation Trust
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ