

Date: 04/10/2019

FREEDOM OF INFORMATION REQUEST – 014999 Appointment reminder

Part 1

- What appointment booking and appointment reminder service system(s) The Trust uses.
Name of service – Appointment Reminder Service
Module and name of supplier. - Exemption (43) has been applied given it is commercially sensitive in that providing the information may compromise information security
- What the contract start and end dates are. - 1st December 2016 to 30th November 2019
- The contract value (s) - £35,712 per year
- How much is spent on SMS messages per year for appointment reminders? - £27,891
- Who at the trust is responsible for this system(s)? - Operations Manager – Patient Access & Health records.

Address:

The Dudley Group NHS Foundation Trust, Russells Hall Hospital, Dudley Road, DY1 2HQ.
Trust switchboard 01384 456111

Part 2

Please tell me what system is used to facilitate Bank Staffing requirements

Name of service/ module and name of supplier – The Trust uses an in house system, Exemption(43) has been applied given it is commercially sensitive in that providing the information may compromise information security

- What the contract start and end dates are. - 1/10/2018 to 30/9/2023
- The contract value - £167,492.00 per annum
- Please tell me if SMS text messages are used as part of the emergency bank staffing solution (I.e. where shifts are having to be filled at short notice due to sickness etc.).

The Trust uses SMS Text messages for last minute requests, as well as sending daily/weekly shifts.
if so what is the annual spend on SMS for this service - Approximately £15-£20k per year

- Is a separate system required for this other than your primary Bank Staffing solution? - Separate Text message service
- Who in the Trust is responsible for Bank Staffing systems and procedure? Name Job Title and email address? - Temporary Staffing Lead HR Workforce Directorate, dgft.dudleystaffbank@nhs.net