Date: 23/12/15

FREEDOM OF INFORMATION REQUEST 012550 – Patient reminder service

1. When the service was implemented and the specialties included.
The SMS Reminders system was first launched for Paediatrics only in July 2011.
This was rolled out Trust wide in June 2014.
All specialties are included, with a small number of very specific clinics being excluded

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

In 2015, we sent:

Appt Month	SMS Sent
2015, 01	14205
2015, 02	13351
2015, 03	13110
2015, 04	14142
2015, 05	12825
2015, 06	15390
2015, 07	15041
2015, 08	12003
2015, 09	15371
2015, 10	16044
2015, 11	14935
2015, 12 (up to 20th Dec)	11706
Grand Total	**168123**

3. Specific details of any aims/targets set of the reminder service and whether or not these have been achieved.
-Reduce DNA Rates (Average monthly reduction of 15.4% on 2014)
-Increase Clinic Utilisation (A number of templates in each specialty have been closed due to analysis showing that these templates are rarely/never used, which in turn increases the utilisation of the mainstream clinics

4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation.
The main concern with this service is where someone receives an SMS Appointment Reminder, but it is not for them, for example investigations show that often callers have previously given the contact numbers of their relatives.
To maintain Patient Confidentiality, Patient Identifiers are not included in the message

5. Where are the servers used to process the appointment reminders located?
The servers are located on-site at Russells Hall Hospital **If the service uses SMS**

6. Do you use NHSMail or another?
NHSMail was used until April 2015 when the service was ceased. We then switched to EE.

7. Where are the SMS carriers servers located?
The servers are located off-site with the Service Provider

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

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

9. Do the IVR servers process patient identifiable data? *N/A* **If the service uses agent calls;**

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

11. What information do agents have access to? *N/A*

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

13. Where are the call centres situated? *N/A*

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

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

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

17. Are all home based staff DBS checked? *N/A*

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)? *N/A*

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? *N/A*

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

21. How do you keep personal information secure when transferring to a third party supplier? *N/A*
Please provide details of:

22. Supplier

23. Expected contract length

24. Contract review date

25. Cost/Value of contract

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

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

27. Details of the channels used to publish the notification of procurement, for an appointment reminder service.
N/A
Who is the person(s) responsible for procurement of patient reminder services and what are their postal, phone and email addresses?
The Trust Board, along with Service Improvement and Trust IT Services, all formed the larger team responsible.